Corporate Email

User Manual

(Verizon Wireless Users)

Version 4.0

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Corporate Email

1. PRODUCT DESCRIPTION

Corporate Email is a breakthrough application for Enterprise class businesses that can provide their employees with tools to manage business activities directly from inexpensive mobile phones. With mobile access to Email, Calendar, Contacts, and Tasks available for all your employees; your enterprise can provide vital up-to-the minute information, in real-time to your employees simply and efficiently. With advanced Search and Sync capability users have a virtual window to their Exchange Outlook email, contact, calendar applications, assuring them that all the data available on their desktop, is also available on their mobile phones.

Using licensed Exchange ActiveSync technology from Microsoft, Corporate Email provides the mobile phone with a direct connection to the Microsoft Exchange Servers 2003 and 2007. This connection eliminates the need for an additional proxy server, or a NOC (Network Operations Center) and preserves the integrity of the Enterprise firewall. Security of the phone contents is assured by the Remote Data Wipe feature. This feature can be initiated on the Server either by an Enterprise Administrator or the User to erase all contents on the Phone. All the data transmissions are SSL encrypted. Users can also access Google and IBM Lotus notes accounts through Corporate Email. Corporate Email also provides the access to the IMAP and POP account by directly connecting to the IMAP and POP servers. User can access their personal emails on the phone.

2. USING CORPORATE EMAIL

Once Corporate Email is installed and configured, you will be asked to configure your account. You can configure

- MS Exchange account
- Google account
- IBM Lotus Notes
- POP account
- IMAP account

You can configure and save up to 3 accounts at any given time.

MS Exchange account: After you configure an MS Exchange account you will be prompted to choose the folders that you wish to synchronize (email, contacts, calendar, tasks). Every phone containing the Corporate Email application that wants to synchronize information with the MS Exchange server, must establish a partnership with the MS Exchange server. After an initial device identification and handshake, the device is allowed to synchronize with the server. This partnership is active till the Administrator removes the device from the partnership or as decided by the Device Policy settings administered on the server.

Based on your choice of folders to be set up for synchronization, the application will establish a partnership with your MS Exchange® Server or your Google server or IBM Lotus Notes server , start the synchronization and download your Email, Contacts, Calendar and Tasks (available for MS Exchange only) data on to your phone.

The first synchronization will bring in all the data (up to a limit as supported by the phone) from your MS Exchange® Email, Contacts, Calendar and Tasks on to your Mobile phone which may take slightly longer based on the amount of information that you may have. Once the initial synchronization is successfully completed, the data on your MS Exchange Server® account and your mobile phone are in sync with each other. All subsequent synchronizations will only bring in the latest changes that may have occurred to your Email, Contacts, Calendar or Tasks data.

Corporate Email provides a 'Direct Push' technology that allows any new change to your MS Exchange Server® email, contact or calendar or tasks data to be '**Pushed'** to the phone in real time. You need not login to your account frequently to check for new Emails, Contact, Calendar, or Tasks information; instead Corporate Email will bring in all the latest information to your phone and also provide you with intimation about the Calendar event, Email or Tasks on your phone.

In case you don't want to have the 'Direct Push' enabled, then you may use the 'Scheduled Push' option that will allow you to set the time interval at which you want the application to check for new information on the server and then synchronize with the MS Exchange Server® to retrieve that information, saving precious airtime. At the scheduled time the application will launch automatically and start the synchronization. If no changes are detected, Corporate Email will sleep until the next schedule is due to be triggered.

On the BREW Catalog, find and launch Corporate Email. The Main Menu screen of the application will display the new information against the Emails that were synchronized. From here, you can initiate a new Synchronization or access other options from the menu.

Using the ***Back/CLR*** key anywhere in the application will navigate you back to the previous screen. ***CLR*** key will sometimes interrupt a process. Pressing the ***END*** key will end the application.

3. HANDSET REQUIREMENTS

3.1. Handset Memory Requirements

Free shared memory (also called application memory): **at least 2MB**

Heap memory: at least **500 KB**

3.2. BREW and ARM versions supported

BREW version**: 3.1.2, 3.1.4, 3.1.5**

ARM version: **1.2**

3.3. Handset keys used

This manual makes references to function keys such as the *Back and CLR* key. While mobile phone manufacturers have attempted to standardize on key definition and location, there remains some variation between handsets. Corporate Email uses the following keys to perform the functions:

3.3.1. Power/End Key (usually red)

This may be used to exit Corporate Email, although it is not the recommended method. Shutting the cover on a clamshell style mobile phone has the same effect.

3.3.2. Numbers 0-9

These are generally used to enter numbers and letters though in some cases they are defined as function keys. The number '1' key is also used to enter frequently used special characters e.g. '@', '.' etc. The number keys also act as short cut keys on some screens that will be displayed on the relevant screen.

3.3.3. Up, Down, Left, Right Keys (Arrow keys)

These keys are used to move the cursor or to scroll through options/ menu items. These keys are usually clearly marked with arrowheads on the handset.

3.3.4. Clear Key (CLR)

CLR key is usually a hard key (a labeled key on the phone pad). Used for deletion in text entry mode. CLR key may also be used to cancel action initiated by the user during **"Corporate Email is working"** animation. CLR Key on each of the submenu items like Calendar or Email will navigate back to Corporate Email Main menu.

3.3.5. Back Key 

Back key is usually a soft key (definition on screen). This is used to navigate to the previous screen. On touch screen handsets this is available on the top left corner of the screen

3.3.6. Select/OK Key

This is useful on touch-screen phones. This may be a hard key (a labeled key on the phone pad) or a soft key (definition on screen). A hard key is usually located in the middle of the arrow keys and identified with unique color and/or symbol.

3.3.7. Asterisk (*) Key

This is used to toggle between cases in text entry mode (on most handsets). The three cases used in text entry modes are:

- Lower case
- Title case
- Upper case

3.3.8. Pound (#) Key

Used for spacing words in text entry mode.

3.3.9 More icon 

Displays additional menu options for user

3.3.10 Hide icon 

Hides the additional menu options in the current view

4. APPLICATION SETUP

4.1. Setting up Corporate Email on your mobile phone

1. In the BREW Catalog, find and launch Corporate Email. At the Welcome screen, press *Ok*, to continue.
2. Corporate Email will automatically be installed on the Phone
3. Next, you must choose the type of account that you wish to configure on your device from the available choices – MS Exchange account, Google account and Other Professional email accounts

Configuring a Microsoft Exchange account:

You can create an account associated with your Microsoft Exchange server by entering the following information:

- ***User ID***: Enter your Username (as on your MS Exchange Server® account)
- ***Password:*** Enter your password (as on your MS Exchange Server® account)
- ***Domain***: Enter the domain for your MS Exchange Server®
- ***Email Id***: Enter the email address of your MS Exchange® account

Clicking '*Next*' will initiate the auto discovery feature with the server where the required account configuration information is retrieved from the Microsoft Exchange server. If auto discovery fails, then the user is prompted for the following details:

- ***Server Address:*** Enter the MS Exchange® Server address for e.g. exchange.yourcompany.com
- ***SSL***: Check the box if your server is SSL enabled

Use the Advanced options to set the following fields:

- ***What to Sync****:* Choose the collections – Email, Contacts, Calendar and Tasks that you wish to synchronize by using the checkbox against the collection.
- ***Sync Schedule:*** In the absence of any user defined schedule, the default is set to the following values:
  - **Direct Push** is active from 7:00 a.m. to 7:00 p.m. on all days and synchronizes Email, Contacts, Calendar and Tasks
  - **Scheduled Sync** is active from 7:00 p.m. to 6:55 a.m. the next day and synchronizes Email, Contacts, Calendar and Tasks
  - ***.*** User can edit the default schedule which is created by the app and also can configure an additional two schedules other than default.

  Note: This option is visible only when no other accounts were previously configured

- ***Sync Conflicts***: Choose the appropriate resolution type from the available two options – '*Keep Server changes*' or '*Keep Client changes*'. Based on the user choice, changes made on the client or changes from server will take precedence during all subsequent synchronizations.
- ***Time Zone***: Select the appropriate time zone
- ***Contact Name Format:*** If you select Contacts to be synchronized, then you will be asked to confirm the contact name format that must be used for your contacts. Choose the one that your Phone supports, from the following options:

- ***First Name Last Name***
- ***Last Name First Name***
- ***First Name, Last Name***
- ***Last Name, First Name***

On clicking '*Next'*, application connects to the server and verifies if the account credentials are correct by logging in and then retrieves the policy information from server and will prompt you for a PIN if required.

- ***PIN:*** Enter a 4 digit PIN that will be used to gain access to the application during subsequent uses. This will prevent unauthorized use of the application.

Note: This option is visible only when no other accounts were previously configured

With your account established and your PIN selected, the configuration process is complete.

Congratulations! You've now created a Corporate Email account and ready to synchronize with your MS Exchange, IMAP or POP account. Press *Sync* to begin your first Synchronization. Once the Synchronization is completed successfully, you will be navigated to the Main Menu

Note: Ensure that you provide the correct credentials when setting up your account. If you still continue to face problems with setting up your account or if you do not have the required server information, consult your IT department for the same.

The following screenshots in Figure 1, from the application will guide you through the account set up process

The screenshots below indicate the provider's list selection and configuring the exchange account. All the details like User name, Password, Domain, Email address, Server Address and SSL info in a single screen

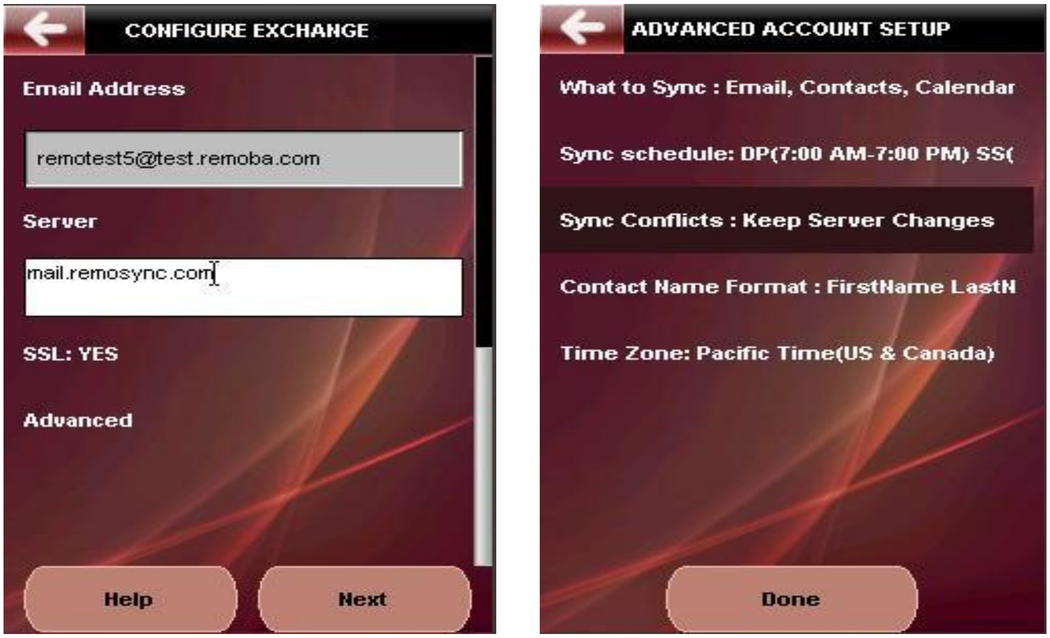


Figure 1

<u>Configuring a Zimbra™ Account using ActiveSync</u>:

You can configure your Zimbra account by entering the following information:

- ***User ID***: Enter your Username (as on your Zimbra™ account)
- ***Password:*** Enter your password (as on your Zimbra™ account)
- ***Domain***: Enter the domain for your Zimbra™ Server(optional - can be left blank)
- ***Email Id***: Enter the email address of your Zimbra™ account

Clicking '*Next*' will initiate the auto discovery feature with the server where the required account configuration information is retrieved from the Zimbra™ Server. If auto discovery fails, then the user is prompted for the following details:

- ***Server Address:*** Enter the Zimbra™ Server address for e.g. zimbra.yourcompany.com
- ***SSL***: Check the box if your server is SSL enabled

Use the Advanced options to set the following fields:

- ***What to Sync****:* Choose the collections – Email, Contacts, Calendar and Tasks that you wish to synchronize by using the checkbox against the collection.
- ***Sync Schedule:*** In the absence of any user defined schedule, the default is set to the following values:
  - **Direct Push** is active from 7:00 a.m. to 7:00 p.m. on all days and synchronizes Email, Contacts, Calendar and Tasks
  - **Scheduled Sync** is active from 7:00 p.m. to 6:55 a.m. the next day and synchronizes Email, Contacts, Calendar and Tasks
  - User can edit the default schedule which is created by the app and also can configure an additional two schedules other than default.

Note: If you face persistent problems with your account, contact Zimbra™ support.

- ***Sync Conflicts***: Choose the appropriate resolution type from the available two options – '*Keep Server changes'* or '*Keep Client changes'*. Based on the user choice, changes made on the client or changes from server will take precedence during all subsequent synchronizations.
- ***Time Zone***: Select the appropriate time zone
- ***Contact Name Format:*** If you select Contacts to be synchronized, then you will be asked to confirm the contact name format that must be used for your contacts. Choose the one that your Phone supports, from the following options:
    - ***First Name Last Name***
    - ***Last Name First Name***
    - ***First Name, Last Name***
    - ***Last Name, First Name***

The following screenshots in Figure 1.1, from the application will guide you through the account set up process. The screenshots below indicate the provider's list selection and configuring the Zimbra™ account. All the details like User name, Password, Domain, Email address, Server Address and SSL information on a single screen.

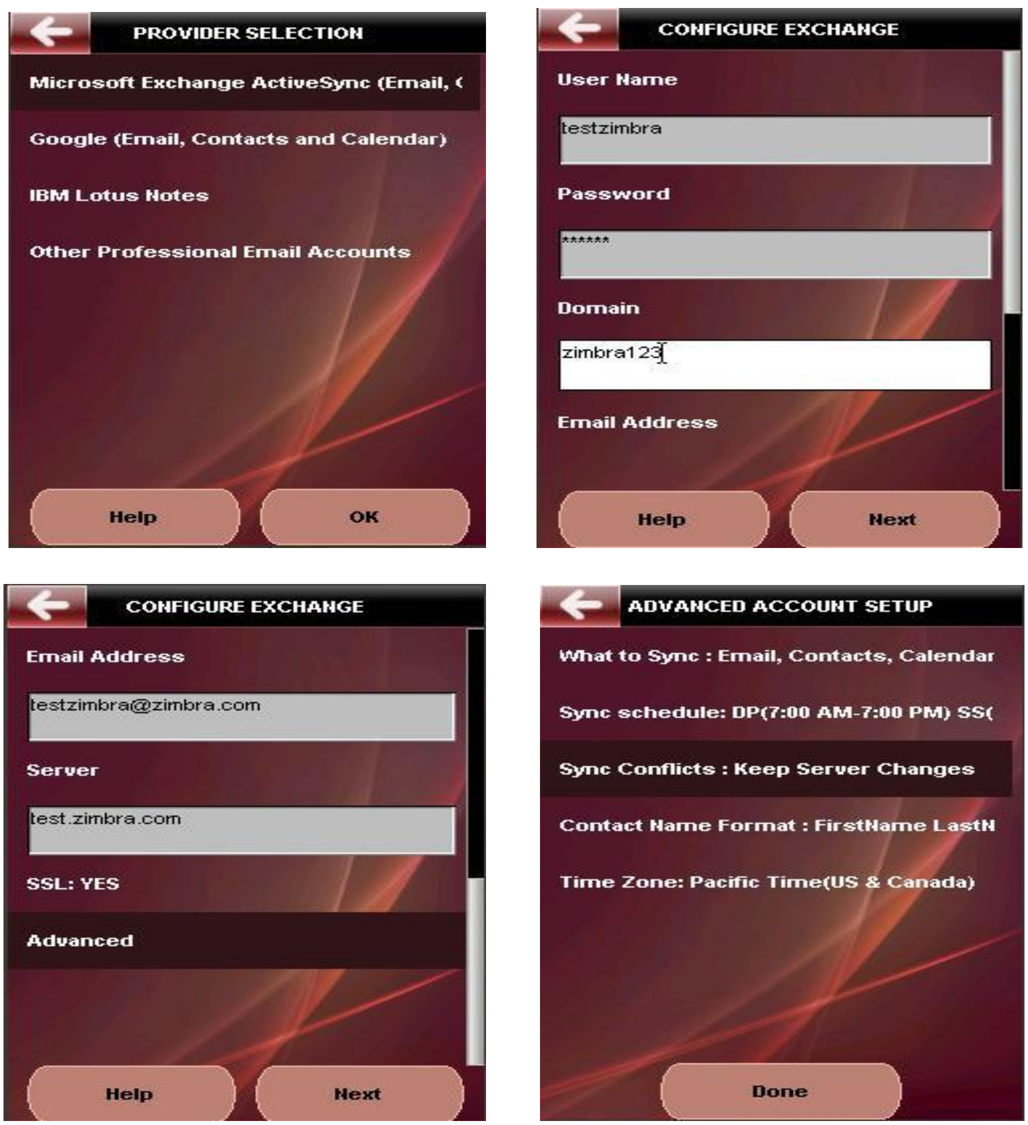


Figure 1.1

Configuring a IBM Lotus Notes® account:

You can configure an IBM Lotus Notes® account by entering the following information:

- ***User ID***: Enter your Username (as on your IBM Lotus Notes® account)
- ***Password:*** Enter your password (as on your IBM Lotus Notes® account)
- ***Email Id***: Enter the email address of your IBM Lotus Notes® account

Clicking '*Next*' will initiate the auto discovery feature with the server where the required account configuration information is retrieved from the IBM Lotus Notes® server. If auto discovery fails, then the user is prompted for the following details:

- ***Server Address:*** Enter the IBM Lotus Notes® Server address for e.g. lotusnotes.yourcompany.com
- ***SSL***: Check the box if your server is SSL enabled

Use the Advanced options to set the following fields:

- ***What to Sync****:* Choose the collections – Email, Contacts, and Calendar that you wish to synchronize by using the checkbox against the collection.
- ***Sync Schedule:*** In the absence of any user defined schedule, the default is set to the following values:
  - **Direct Push** is active from 7:00 a.m. to 7:00 p.m. on all days and synchronizes Email, Contacts, Calendar and Tasks
  - **Scheduled Sync** is active from 7:00 p.m. to 6:55 a.m. the next day and synchronizes Email, Contacts, Calendar and Tasks
  - User can edit the default schedule which is created by the app and also can configure an additional two schedules other than default.

  Note: This option is visible only when no other accounts were previously configured
- ***Sync Conflicts***: Choose the appropriate resolution type from the available two options – '*Keep Server changes'* or '*Keep Client changes'*. Based on the user choice, changes made on the client or changes from server will take precedence during all subsequent synchronizations.
- ***Time Zone***: Select the appropriate time zone
- ***Contact Name Format:*** If you select Contacts to be synchronized, then you will be asked to confirm the contact name format that must be used for your contacts. Choose the one that your Phone supports, from the following options:
  - ***First Name Last Name***
  - ***Last Name First Name***
  - ***First Name, Last Name***
  - ***Last Name, First Name***

The screenshots below indicate configuring your IBM Lotus notes account using Corporate Email

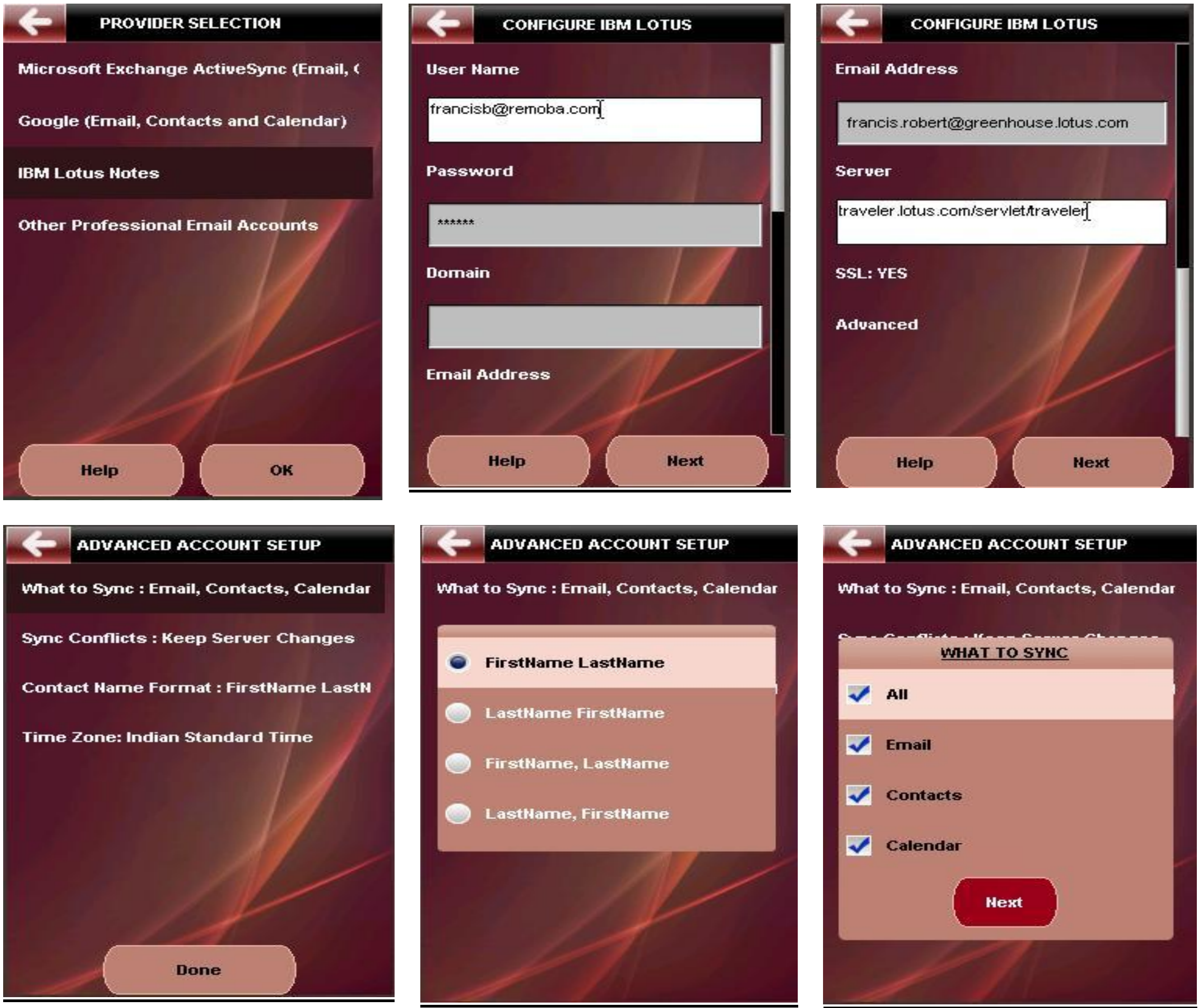


Figure 2

<u>Configuring a Google™ account</u>:

You can create an account associated with your Google™ server by entering the following information:

- ***Email Address***: Enter your Email Address of the account
- ***Password:*** Enter your password

Use the Advanced options to set the following fields:

- ***What to Sync****:* Choose the collections – Email, Contacts, Calendar and Tasks that you wish to synchronize by using the checkbox against the collection.
- ***Sync Schedule:*** In the absence of any user defined schedule, the default is set to the following values:
    - **Direct Push** is active from 7:00 a.m. to 7:00 p.m. on all days and synchronizes Email, Contacts, Calendar and Tasks

- **Scheduled Sync** is active from 7:00 p.m. to 6:55 a.m. the next day and synchronizes Email, Contacts, Calendar and Tasks
- User can edit the default schedule which is created by the app and also can configure an additional two schedules other than default.

Note: This option is visible only when no other accounts were previously configured

- ***Sync Conflicts***: Choose the appropriate resolution type from the available two options – '*Keep Server changes'* or '*Keep Client changes*'. Based on the user choice, changes made on the client or changes from server will take precedence during all subsequent synchronizations.
- ***Contact Name Format:*** If you select Contacts to be synchronized, then you will be asked to confirm the contact name format that must be used for your contacts. Choose the one that your Phone supports, from the following options:
  - ***First Name Last Name***
  - ***Last Name First Name***
  - ***First Name, Last Name***
  - ***Last Name, First Name***
- ***Time Zone***: Select the appropriate time zone

On clicking 'Done', you will be navigated to Lotus notes account home screen. On clicking 'Next', application connects to the server and verifies if the account credentials are correct by logging in and then prompts you for a PIN if required.

PIN: Enter a 4 digit PIN that will be used to gain access to the application during subsequent uses. This will prevent unauthorized use of the application.

Note: PIN entry page is displayed only when no other accounts were previously configured

The screenshots below indicate configuring your Google™ account using Corporate Email

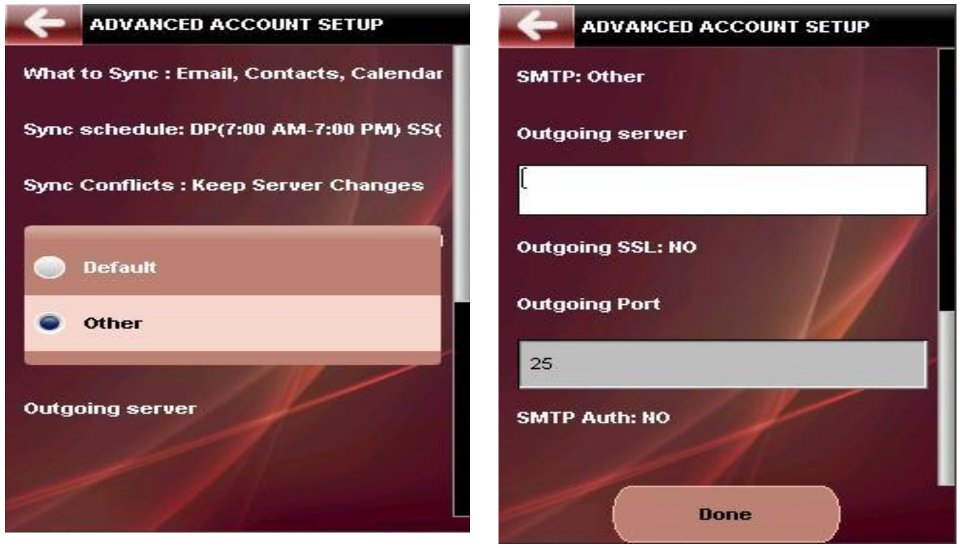


Figure 3

<u>Configuring a POP/IMAP account</u>:

You will be prompted for the following account information:

- ***Email address***: Enter the email address of the POP/IMAP account that you wish to configure
- ***Username***: Enter the user name of your POP/IMAP account
- ***Password***: Enter the password for your POP/IMAP account

Clicking '*Next*' will initiate the auto discovery feature with the server where the required account configuration information is retrieved. If auto discovery fails, then the user is prompted for the following details that are available with your service provider:

- ***Incoming server name:*** Enter the name of the incoming server
- ***Incoming Server Port:*** Enter the Port number
- ***Incoming server requires SSL?*** Yes/No
- ***Outgoing server name:*** Enter the name of the outgoing server
- ***Outgoing server Port:*** Enter the name of the outgoing server
- ***Outgoing server requires SSL?*** Yes/No

On entering the details the application attempts a login with the server and if the account credentials are correct, then you will be navigated to the PIN entry page where you will be prompted for a 4-digit PIN that will be used to allow access to the application on the Phone.

Note: PIN entry page is displayed only when no other accounts were previously configured

Note: Ensure that you provide the correct credentials when setting up your account. You can verify if the information you provided is correct, by logging into your web account and then checking under the Settings page. Ensure that you have enabled "POP/IMAP forwarding" under the server settings.

The screenshots below indicate configuring other professional (POP/IMAP) email accounts

Figure 4

The screenshots below indicate the settings for **Security PIN**. User should enter a PIN in the required format as prompted on the screen. For Exchange accounts, server sends the policy data which contains security details about length of the PIN and numeric or alphanumeric PIN. Based on the response, app asks user to enter the security PIN details. If there are no policies coming from server or if the initial account created is non exchange account, by default user will be prompted with 4 digit numeric PIN.

Figure 5

4.2. Account Push: Pushing account settings to Phone

Remoba provides Corporates, with a facility to manage user account provisioning on the device using an '**Account Push'** feature. Account Push is a hosted service available for Corporates that would like their Administrators to remotely push the user's MS Exchange Server® account information directly to the user's Mobile Phone from a Server hosted at Remoba Production center.

To use this feature, the Administrator must,

1. From a desktop, open a browser, go to https://remo.xpherix.com/Corporate Email/
2. Log in with your administrator credentials (Remoba will create an Administrator account for you and provide the login credentials, on request)
3. Administrator then selects the member names to whose phones the account information must be pushed.
4. Administrator clicks on '**Account Push'** link to push the account details to the User's phone.

As soon as the Administrator pushes the account details using the 'Account Push' link to the User's phone, this information will be delivered via a BREW message to the Users' Phone. On receiving the message, the User is prompted with a pop up message – "**Received new account settings. Proceed to configure Corporate Email**?" On clicking 'Yes', the application automatically configures itself with the received server details from the incoming SMS. All that the user now has to do now is to enter his/her MS Exchange Server Username and Password while all the server information is automatically configured. The application will store that information on the Phone and use that to synchronize with the MS Exchange Server.

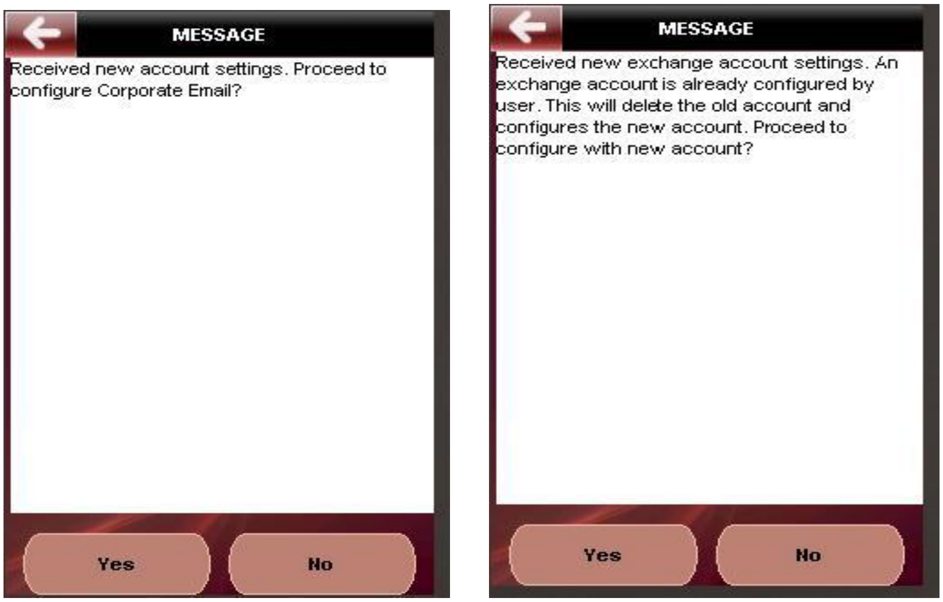


Figure 6

Note: For a detailed description on how to request for an Administrator account and then use the Account Push service for Administrators, please read **APPENDIX A** of this document

4.3. Device Security and Policy Settings

4.3.1. PIN settings

Once your account has been set up, you are ready to synchronize your Phone information with the MS Exchange Server®. To ensure that there is no unauthorized access to sensitive Contact, Calendar, Tasks and Email information or unauthorized use of your Phone, it is recommended that you set up a PIN access on your Phone. To do this, click on 'Manage Accounts' option on the Main Menu of the application, which will navigate you to the Accounts page. Click on options and select 'Security' which will open up the PIN settings screen. Enter a PIN (alphanumeric recommended) of your choice and click on 'Save', after which you will be prompted for confirmation of the PIN. Enter the PIN again and if both entries match, then the PIN that you entered is saved on the Phone and will be used for subsequent access to the application. The navigation screens are shown below.

Figure 7

The ***PIN entry mode***, ***length, complexity***, ***number of incorrect PIN entry attempts allowed***, and ***Device idle timeout*** can be controlled by the MS Exchange Server® Administrator. Based on the Device Policy settings from the Server, at the time of synchronization with the MS Exchange Server®, the application will update the Policy settings from the server. If the Policy settings require an Alpha numeric PIN entry and requires a minimum length, then the same would be prompted to the User who must change the PIN settings in accordance with the Device Policy settings on the Server. During subsequent synchronizations the Policy settings are always updated from the server and then imposed on the client. User must enter the PIN in the specified format (in accordance with the Device Policy settings) for access to the application. If the PIN is incorrectly entered for the specified number of times (as specified by the server) then the application will initiate a local data wipe and proceeds to wipe off all Contact, Calendar, Tasks and Email information from the Phone.

In case the application is left unused or idle for a prolonged period of time, then the application will automatically close and exit after the specified timeout period specified by the server.

Note: Consult your IT department for complete information on the Policy settings on your MS Exchange Server®

4.3.2. Remote Data Wipe

Device management is available to users of MS Exchange Server® 2007 whereas for the MS Exchange Server® 2003, this feature is available only to the MS Exchange Server® administrator.

To protect your Mobile Phone from unauthorized use and access to sensitive Email, Contact, Calendar and Tasks information especially when the Phone is lost, MS Exchange provides a **Remote Data Wipe** feature that allows an Administrator/user to setup a device for data wipe remotely from the MS Exchange Server®. The Administrator/user first identifies the device that must be set up for data wipe on the Administrator console of MS Exchange Server®. Then the Administrator/user chooses the particular device and issues a *Remote Data wipe* directive. As soon as the Administrator/user issues the *Remote Data Wipe* directive, the MS Exchange Server® will first remove that device from the partnership, and then modify the Policy settings. During the next synchronization request from the Phone, the MS Exchange Server® will direct the device to update its Policy settings on account of a change since the last synchronization. The device would then proceed to update the Policy settings during which it encounters a *Remote Data wipe* directive from the MS Exchange Server®. The Corporate Email application would then proceed to "**Wipe Off**' all the Contacts, Calendar, Tasks and Email information stored on the Phone. Once the device information has been successfully wiped off, the application will send an acknowledgement to the MS Exchange Server® after which the device will simply terminate the connection with the server. The subsequent synchronizations from a device that has been wiped of all information will continue to fail. The MS Exchange Server® will update the device administration settings with a successful data wipe for the particular device.

5. HOME PAGE

Grid view for MS Exchange® account/Zimbra™ account

The Grid view consists of the following options

1. Email
2. Contacts
3. Calendar
4. Tasks
5. Sync Now
6. Corporate Directory (or the Global Address List)
7. Groups
8. Quick Messages
9. Manage Accounts
10. Settings
11. Sync Turn On/Off
12. Help

Figure 8

Grid view for IBM Lotus Notes® account

The Home Page for the Lotus Notes account provides you with the following options

1. Email
2. Contacts
3. Calendar
4. Sync Now
5. Corporate Directory (or the Global Address List)
6. Groups
7. Quick Messages
8. Manage Accounts
9. Settings
10. Sync Turn On/Off
11. Help

Figure 9

Grid view for Google ActiveSync account

The Home Page for the Google ActiveSync account provides you with the following options:

1. Email
2. Contacts
3. Calendar
4. Sync Now
5. Corporate Directory (or the Global Address List)
6. Groups
7. Quick Messages
8. Manage Accounts
9. Settings
10. Sync Turn On/Off
11. Help

Figure 10

Grid view for IMAP account

The Home Page for the Google ActiveSync account provides you with the following options:

1. Inbox
2. Drafts
3. Outbox
4. Search
5. Server Folders
6. Groups
7. Quick Messages
8. Manage Accounts
9. Settings
10. Sync Turn On/Off
11. Help

Figure 11

Grid view for POP account

The Home Page for the Google ActiveSync account provides you with the options to access

1. **Inbox**
2. **Compose**
3. **Drafts**
4. **Outbox**
5. **Groups**
6. **Quick Messages**
7. **Manage Accounts**
8. **Help**

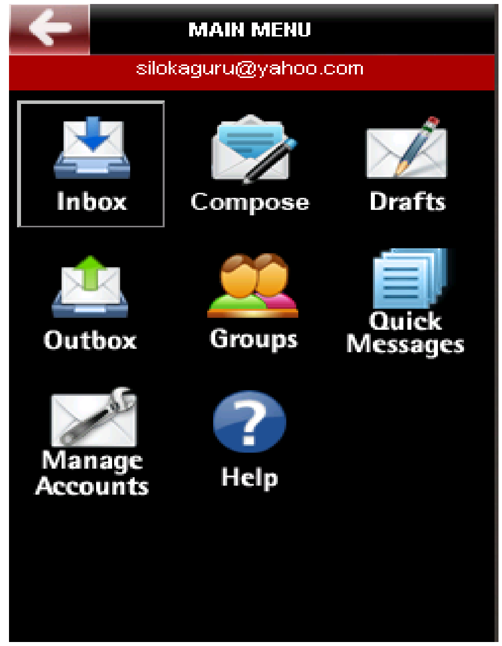


Figure 12

5.1. Email [called Inbox for POP/IMAP accounts]

Clicking on the Email icon on the grid view allows you to navigate to your Inbox view of your account on your handset. Corporate Email will synchronize and store up to 100 latest emails from your MS Exchange® mail account (50mails for IMAP accounts). Clicking on Email will take you to your email Inbox page that displays the headers of the emails from your Inbox. The ***Reply*** and ***Mark to Delete*** options are displayed as buttons at the bottom of the page.

Reply: to Reply to an incoming mail
Mark to Delete: to mark the current mail for deletion

Pressing the *'More'* button will bring up the following options menu:

Reply all*:* to send replies to all recipients of the mail
Forward: to forward
Compose: to compose a new mail
Mark as Unread: to mark mail as 'Unread'
Email header: to view the full details of the incoming mail like all email addresses, time etc
Search: This feature is available only for Exchange accounts and for IMAP accounts. This allows you to search for a particular mail by providing the search text and the start and end dates within which to search.
Folders: Provides a view of the Server folders. All emails within a folder can be viewed from here.
Main Menu: Navigates you back to the main menu of your account
Refresh: Refresh the current view and display new email if any.
.

Figure 13

To read the complete mail selects the header. This will display the mail body with options to Reply and Delete at the bottom of the screen.

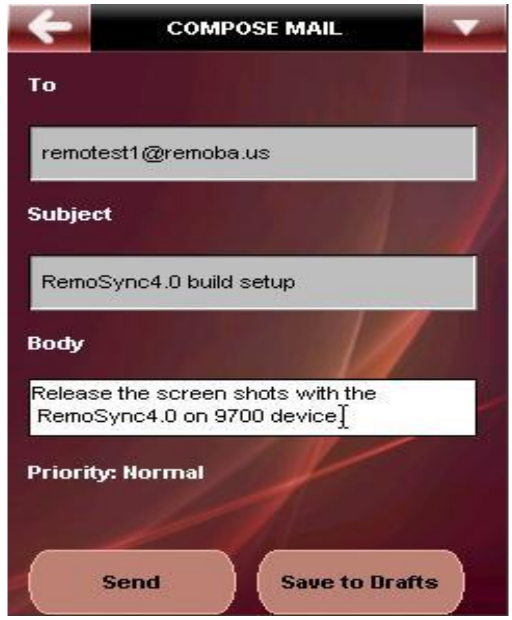


Figure 14

Pressing the '*More'* button will bring up the following menu options:

Send Email/Call: Allows you to call or send an email to the highlighted Phone number or email address.

Reply all*:* to send replies to all recipients of the mail

Forward: to forward a mail. This will open up the Compose mail screen where you have to enter the recipient addresses in the To, Cc and Bcc fields and the body content. Pressing ***Send*** will send the mail via the MS Exchange Server® which in turn will attach the body of the original mail before sending it to the destination***.***

Note*:* The smart forward feature by which the mail body is attached and forwarded to destination by the server is not available for Lotus Notes accounts and only that part of the downloaded mail is attached and forwarded to the destination email address.

List attachments: On User selection the application fetches the Attachments for that mail. The user can first view a list of all attachments that are present in the mail. Selecting LSK will bring up the following options.

- ***Zoom in***: This option allows the user to zoom into the attachment page currently being displayed. Supports up to 5x zoom in capability
- ***Zoom Out***: This option allow the user to zoom out of the attachment page currently being displayed. . Supports up to 5x zoom out capability
- ***Next page***: This option allows the user to fetch the next page of the attachment.
- ***Previous page***: This allows the user to view the previous page of the attachment.
- ***Go To Page***: This option allows user to jump to a specific page of the attachment where the attachment spans several pages. This is particularly helpful if the user wishes to view only particular sections of the attachment.
- ***Read Text***: This option allows the user to read the text content of the attachment page wherein the image and other graphic content on the page is removed while leaving the text content alone.

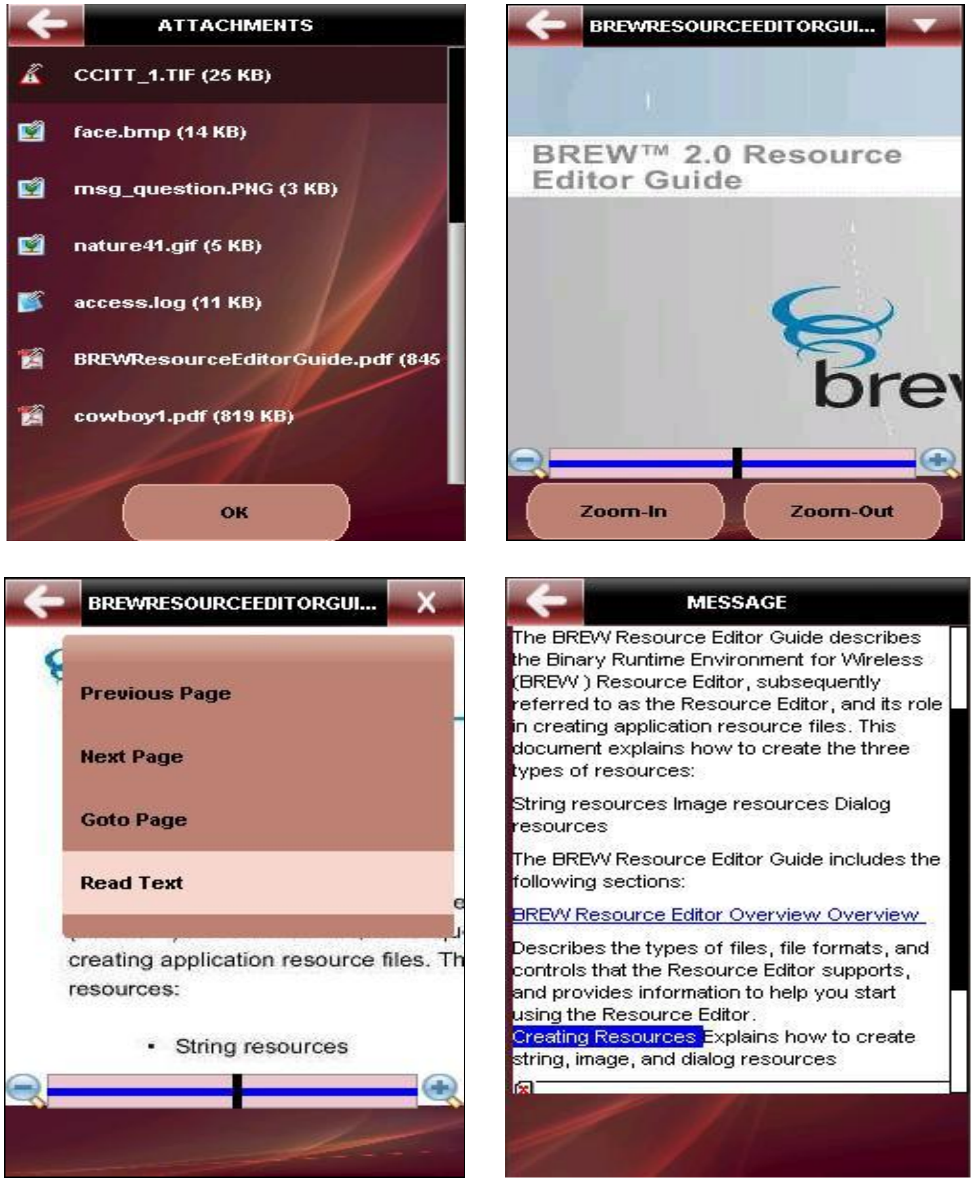


Figure 15

The following options will be visible only if the incoming mail is of type *Meeting Invite*:

- ***Accept:*** Use this option to *accept* a Meeting Request
- ***Tentative:*** Use this option if your attendance is *tentative* or not sure
- ***Decline***: Use this option to *decline* the meeting invitation.

Reply All: Reply to all recipients in the incoming mail
Forward: Forward mail to a destination email address
Add to Contacts: This option allows you to save email addresses from incoming mails directly to the application PIM. This will save you the trouble of reentering mail ids that you may require later.
Email Header: to view all details of the incoming mail like all email addresses in the To and Cc fields, time sent etc.

Note*:* The meeting invitation mails are displayed as regular mails and no additional options (viz Accept, Decline and Tentative) are available for Lotus Notes account.

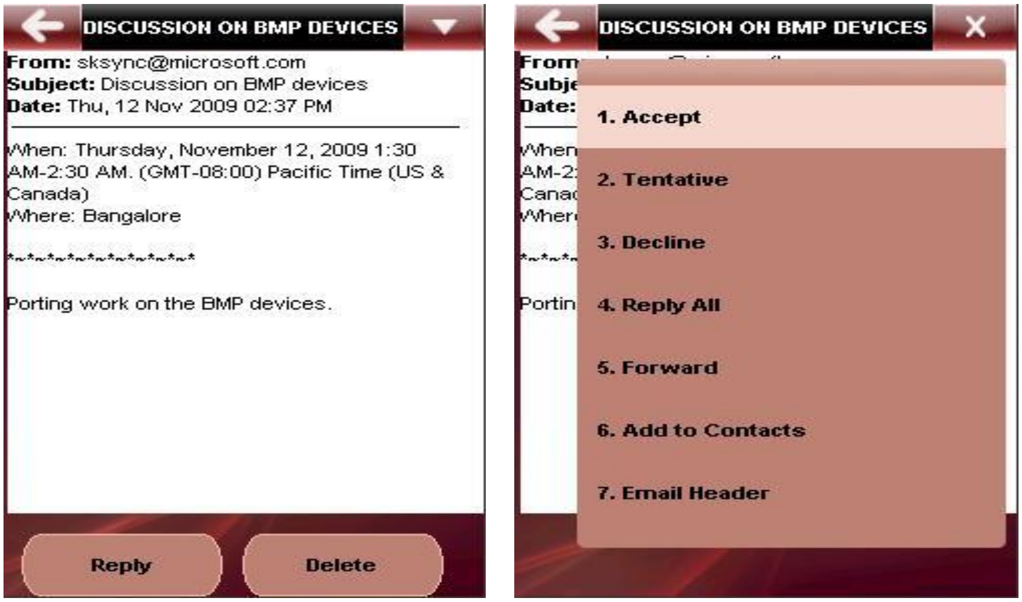


Figure 16

Compose mail: Clicking on this option will bring up the compose mail screen that allows you to compose a new mail and add recipient addresses to it before sending it. Pressing the *More* button will bring up the following options as shown in Figure below:

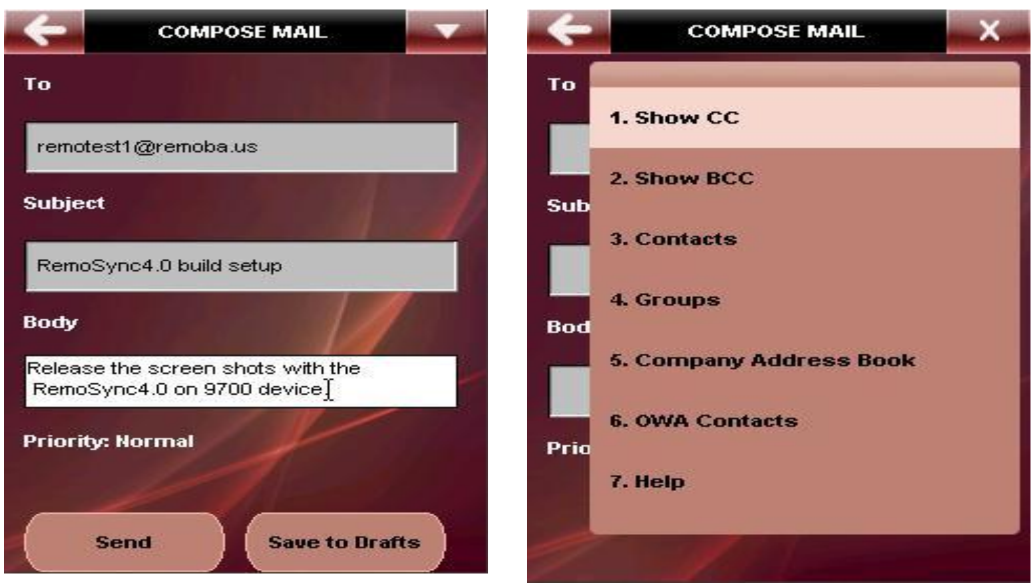


Figure 17

Show Cc: Displays the Cc field that was not displayed in the original view. Allows you to add recipient addresses to the Cc field

Show Bcc: Displays the Bcc field that was not displayed in the original view. Allows you to add recipient addresses to the Cc field

Contacts: Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields

Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed.

Company Address book: Clicking on Company Address book will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields
Search OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields
Priority: Choose the priority for the mail from the following options:

- ***High:*** Sets outgoing mail priority to high
- ***Normal:*** This is set by default when no other priority is selected
- ***Low:*** This is always set as the default priority setting for outgoing mails on Lotus Notes accounts

Pressing the Back button from this screen will take you back to the previous screen.
Drafts: This feature is available only to POP/IMAP accounts. The Draft folder can be used to temporarily save the drafted mails that can be sent later. The current view displays the Draft folder items and the 'More' button brings up the following options:
Delete: Deletes the current mail from the Drafts folder
Delete All: Deletes all mails from the Drafts folder.
Choose a mail to open the mail in the edit mode. Pressing the '*More'* button will bring up the following options:
Show Cc: Displays the Cc field that was not displayed in the original view. Allows you to add recipient addresses to the Cc field
Show Bcc: Displays the Bcc field that was not displayed in the original view. Allows you to add recipient addresses to the Cc field
Contacts: Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields
Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed.
Delete: Deletes the current mail from the Drafts folder

Figure 18

Outbox: Stores the mails which failed during the Send operation. You can also edit the mails present in the Outbox. The initial views display a list of items in the Outbox and pressing the '*More'* button will bring up the following options:
Delete: Deletes a particular mail from the Outbox
Delete All: Deletes all mails from the Outbox.
Choose a mail from the list to open it in the edit mode. Pressing the '*More'* button will bring up the following options:

Resend: Use this option to retry sending the mail.
Edit: Allows you to edit the mail in the Outbox before being sent
Delete: Deletes the current mail from the Outbox

Figure 19

Deleted Messages: Contains the message deleted from the phone. During the next Synchronization mails present here will be moved to the “Deleted items” folder on the server from the phone.

Figure 20

Search: This feature is available as a grid item only for IMAP accounts. This enables you to search for particular mails in the INBOX or in any one particular folder or through all folders. You may enter your search criteria in the following manner:

Start Date: Specify the Start date from which the mails have to be retrieved.
End date: Specify the End date from which the mails have to be retrieved.
Search Text: Specify the search text.

Search In*:* Specify the Parent folders to search in – Drafts, Outbox, Inbox or Custom folders.
Search in Sub folders*:* Specify if the search must include subfolders by toggling between ***YES/NO***
Reset: This will clear the previously entered search parameters and allows you to enter new search parameters.

Figure 21

The matching search results will be displayed with an option to navigate to the Next/Previous pages. Pressing the *'More' button* will bring up the following options:

Reply: Use this option to reply to the sender of the mail from the 'Search Results page'
Reply All: Use this option to reply to all recipients
Forward: Use this option to forward the mail to the desired recipients.
Home: This will navigate you to the Main Menu of the application.

5.2. Contacts

Selecting *Contacts* will navigate you to the Contacts function. You will be first navigated to the Contact list screen with an option to enter a search string to search for specific contacts from the list. Options to add new contact information using the 'New' option and ''View' a contact details in full are displayed at the bottom of the screen. Choosing the 'More' button provides you with the following options:
The Contacts are indicated with different colors based on the account numbers. The color codes represent the following"

- **Green**: First account contacts
- **Light Orange**: Second account contacts
- **Light Aqua**: Third account contacts
- **Light Blue**: Native Address Book contacts

Edit: Allows you to edit contact information and save it.
Delete: Allows you to delete contact information
Add to Phone: This option adds the selected contact to the native address book.
Search OWA Contacts: This option is available for MS Exchange® 2007 server only. This option allows you to search for contacts from your MS Exchange® account. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated.
Refresh: This will refresh the current Contacts view on your phone and downloads new contacts if any.

Figure 22

From the searched contacts you may:

Call: Pressing on this option while the focus is on one of the displayed Phone numbers will dial the number for that contact:
Send SMS: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send an SMS to the desired number.
Next Page: Navigates you to the next page of the searched contacts list.

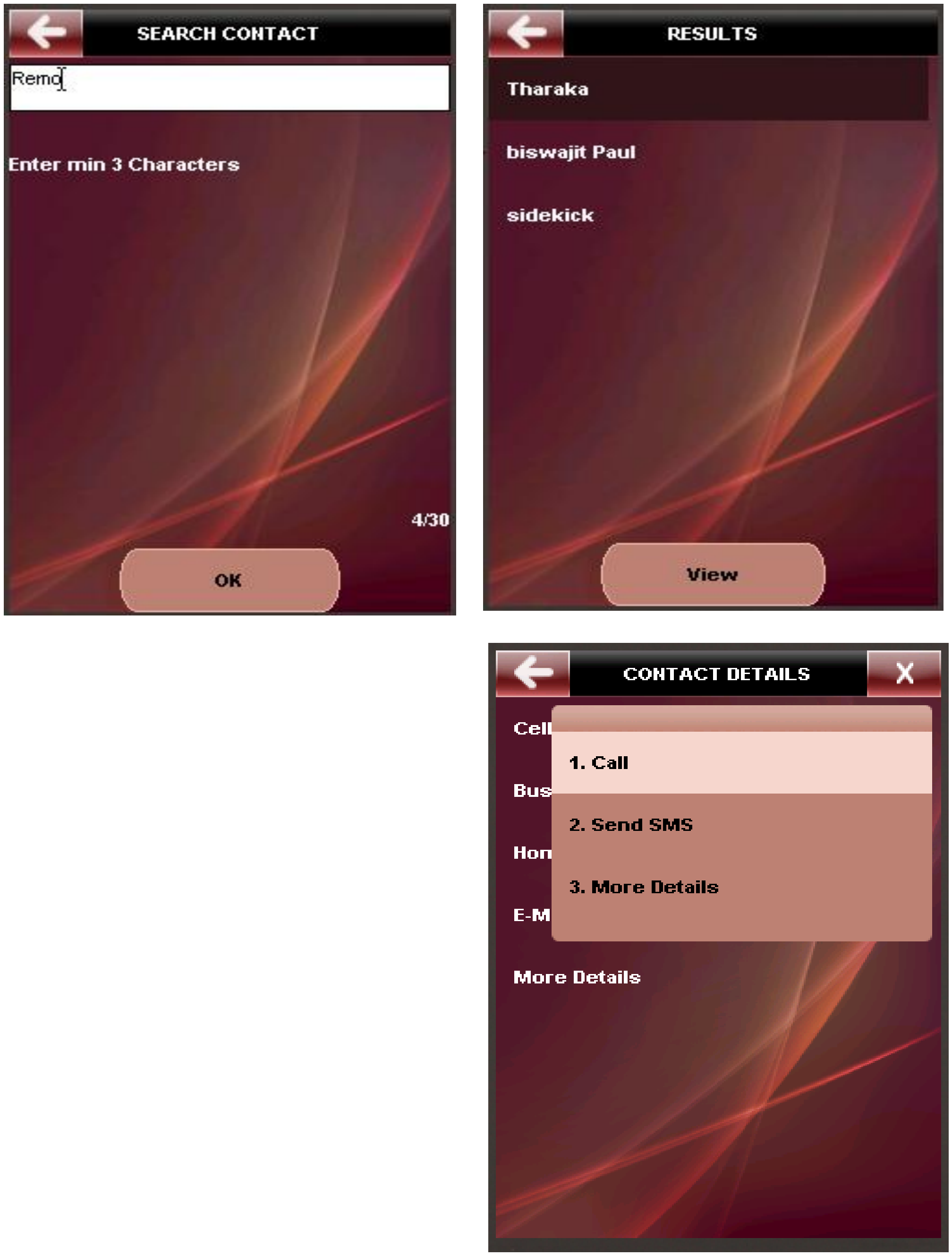


Figure 23

Note: The 'Email 2' field is not supported for Lotus Notes accounts

Calendar

Selecting *Calendar* will take you to the Calendar function. You will be first navigated to the Current Day view with all the Titles and the event times of the Calendar events for the day displayed. You can use the left and right navigation keys to switch to the *Next/Previous* day view. The New and Select Date options are displayed at the bottom of the screen to allow you to create a new calendar event or to jump to a specific day of the calendar. Pressing the '*More' button* will bring up the following options:
The Events are indicated with different colors based on the current status of the Event. The color codes represent the following"

- **Black**: indicates Events that have been synchronized with the server
- **Green**: indicates Events that have not been synchronized with the server, but are currently saved on the Phone

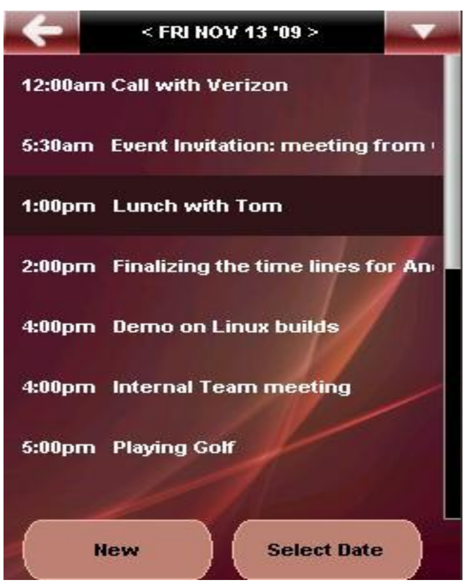
Event Search: Allows you to search for a particular event by 'Title'
Delete: Deletes the selected event
Week View: Will navigate you to the current 'Week view' of your Calendar with events marked by days
Month View: Will navigate you to the current 'Month view' of your Calendar
Refresh: Will refresh the Calendar view on your phone and downloads new event data in the process.

Clicking on the Title of the Calendar event will open up the details for that event that includes the 'Title' of the event, the 'Schedule' of the event, 'Duration' of the event and 'Reminders' if any for the event. Options to ***Edit*** and ***Delete*** are available at the bottom of the screen

Note*:* The Edit Calendar option is disabled for Lotus Notes account since that is an unsupported feature.

Pressing the '*More' button* will bring up the following options:

Call/Email: This option is visible if there are any number or email hyperlinks within the event that is currently displayed..This will allow you to either call a contact number or compose and send an email to the email address displayed/
Fetch Notes *(*option available for MS Exchange® 2007 server only): This option allows you to fetch the notes that are associated with a particular Calendar event from the server.



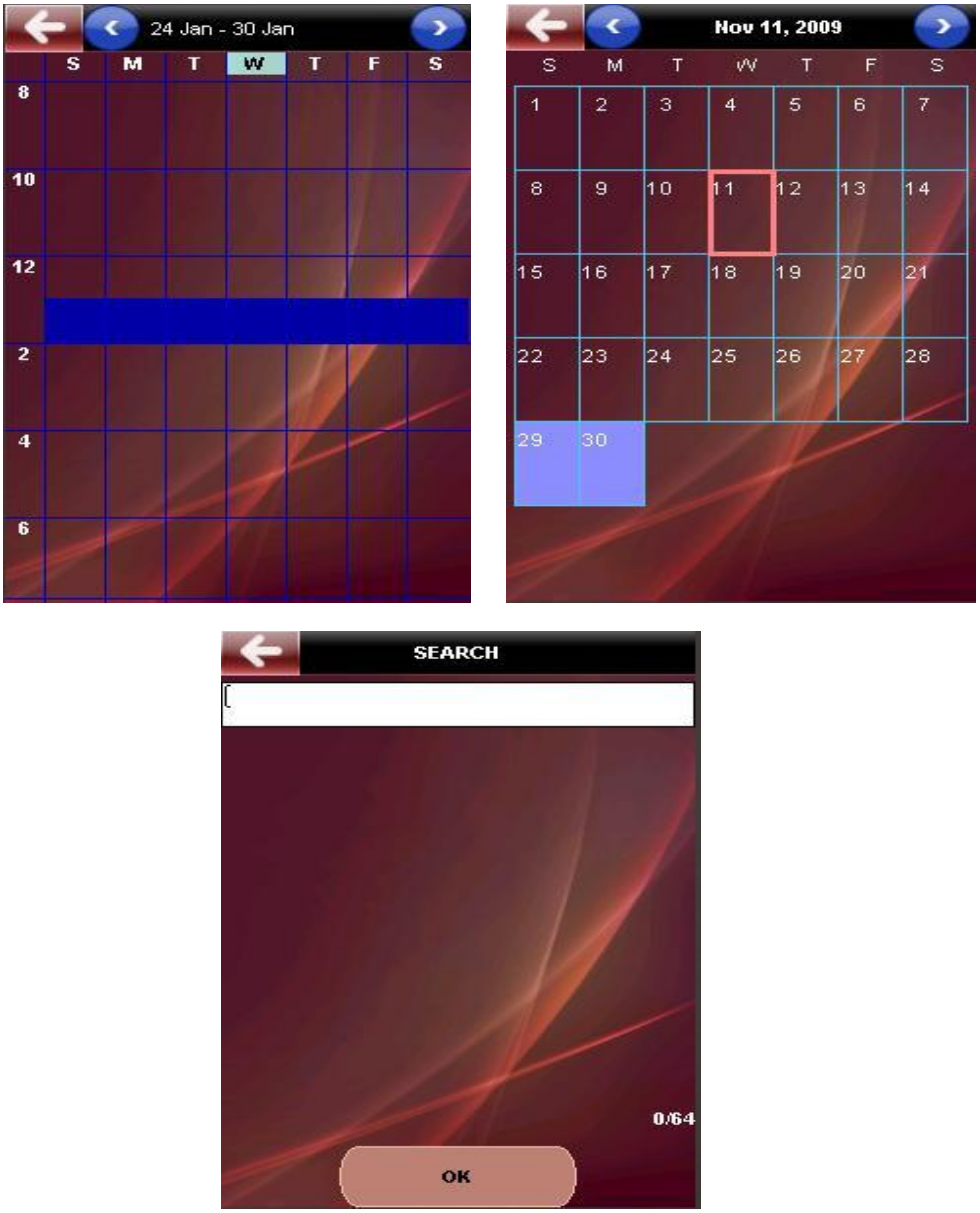


Figure 24

The ***New*** menu item at the end of the 'Day view' screen allows you to add a new calendar event/meeting from your phone. (If no events are available for the day, then the *Add Event* menu item is displayed on top of the list). Clicking on the *Add Event* menu item will present you with a screen where all the details for the event/meeting have to be entered. The following details would be required to add a new event:

Subject: Enter a subject for the meeting

Date: By default the current day is displayed. You may change it by clicking on the date which brings up the date control and then choosing the required date by using the Up/Down keys. Use the *Right/Left* keys to navigate to month, day and year

Start Time: Select the Start time for the event/meeting. Use the *Up/down* arrow keys to choose the required time on the time control. Touch an item or use the Right/Left keys to navigate between hours and minutes.

Duration: Select the duration for the event/meeting. Use the *Up/down* arrow keys to choose the required duration. Touch an item or use the Right/Left keys to navigate between hours and minutes.

Reminder: Allows you to set a reminder ahead of the event occurrence. Enter the required duration value and then choose the required units as *Minutes, Hours, Days* or *Weeks*

Location: Enter the location for the event/meeting
Notes: Enter notes if any for the event/meeting
Invite attendees: By default displays '*No*'. Click on it to toggle between '*Yes*' and '*No*'. If you set this value to '*Yes*', then the following options will be visible
Required: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Required attendees'* list. Pressing the '*More' button* will bring up the following options:

Recent Contacts: Brings up the list of recently used contacts to choose from.
Contacts: Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Required attendees'* list
Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed
Company address book: Clicking on Company address book will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the '*Required attendees'* list
OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Required'* field.

Optional: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Optional attendees'* list. Pressing the '*More' button* will bring up the following options:

Recent Contacts: Brings up the list of recently used contacts to choose from.
Contacts: Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Required attendees'* list
Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed
Company address book: Clicking on Company address book will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the '*Required attendees'* list
OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Required'* field.

Resource: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Resource'* list. Pressing the *More button* will bring up the following options:

Recent Contacts: Brings up the list of recently used contacts to choose from.
Contacts: Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Required attendees'* list
Groups: You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed
Company address book: Clicking on Company address book will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the '*Required attendees'* list
OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Required'* field.

Recurrence: Choosing this option allows setting up a recurrent type of calendar event from your Phone. You can then specify the recurrence type from the following available types:

None: Choose this option to create a calendar event that occurs only once.
Daily: Choosing this option allows you to set up an event that recurs every day. You must then choose the recurrence pattern for this event from the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Every X days: Choosing this option allows you to set up an event that recurs every nth day. You will then be navigated to the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Weekly: Choose this option to create an event that occurs once every nth week. You will then be required to choose the days of the week that the event must recur before being navigated to the following options:

- ***No End date:*** Set up an event with no end date
- ***End after x occurrences:*** Set up an event that ends after a fixed number of occurrences.
- ***End by:*** Set up an event that will end on a particular date

Monthly: Choose this option to create an event that occurs once every month on a specific date. You must choose from:

- ***Select Day:*** Choose on what day of what month the event must recur. For e.g. event recurs on 'Day 2 of every 4th month'.
- ***Custom:*** Choose what day of the week and what month the event must recur. For e.g. event recurs on 'First Sunday of every 3rd month'

  You will then be required to choose from the following options:

  - ***No End date:*** Set up an event with no end date
  - ***End after x occurrences:*** Set up an event that ends after a fixed number of occurrences.
  - ***End by:*** Set up an event that will end on a particular date

Yearly: Choose this option to create an event that occurs once on nth month of a year on a specific date. You must choose from:

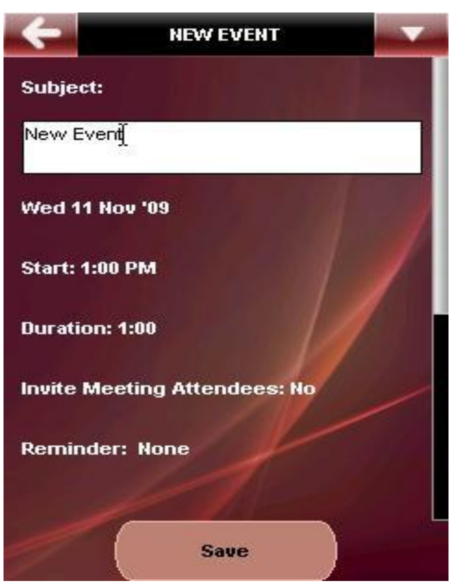
- ***Select date:*** Choose on what day of what month the event must recur. For e.g. event recurs on 'Day 1 of January'.
- ***Custom:*** Choose what day of the week and what month the event must recur. For e.g. event recurs on 'First Sunday of January'

  You will then be required to choose the days of the week that the event must recur before being navigated to the following options:

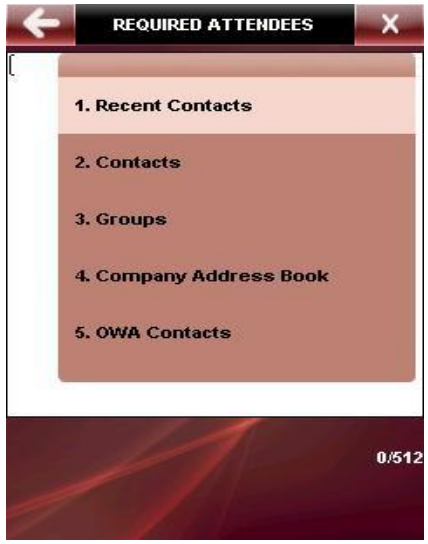
  - ***No End date:*** Set up an event with no end date
  - ***End after x occurrences:*** Set up an event that ends after a fixed number of occurrences.
  - ***End by:*** Set up an event that will end on a particular date

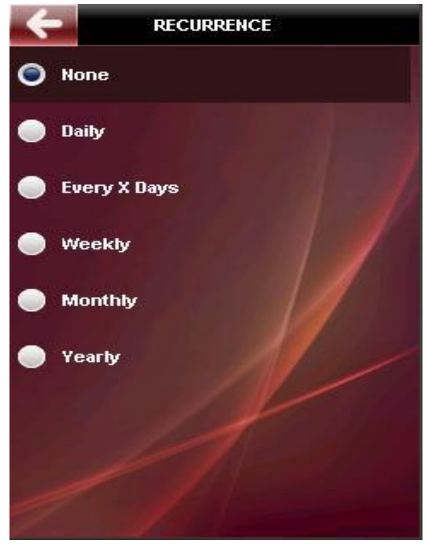
Pressing the *'More' button* will bring up the following options:

Go to Date: Using this option you can navigate to the calendar event of any day/month/year. This option is particularly helpful if you want to jump directly to a particular event/meeting view.
Search: Allows you to search for a particular event on the calendar.
Week View: Displays the calendar events for the current week by day of week
Month view: Displays the calendar events for the current month.
Refresh: This will refresh your local calendar view by initiating calendar synchronization and then displays the calendar data along with recently added events/meetings.




REQUIRED ATTENDEES
0/512
Done


REQUIRED ATTENDEES
1. Recent Contacts
2. Contacts
3. Groups
4. Company Address Book
5. OWA Contacts
0/512


RECURRENCE
None
Daily
Every X Days
Weekly
Monthly
Yearly


RECURRENCE
None
Daily
Every X Days
Weekly
Monthly
Yearly


RECURRENCE
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Daily
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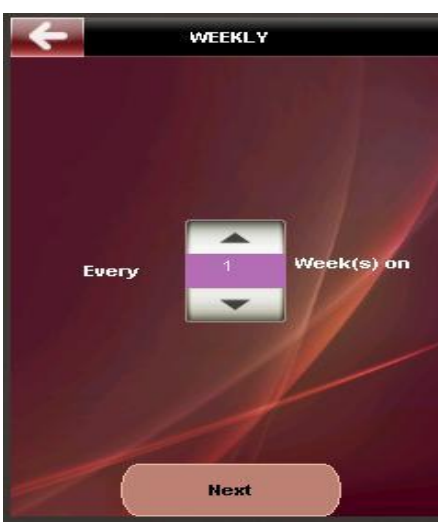
EVERY X DAYS ATTRIBUTES
Every
1
Day(s)
Next


WEEKLY
Every
1
Week(s) on
Next


WEEKLY DAYS
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Next


DAY ATTRIBUTES
Day
1
of every
1
Month(s)
Next

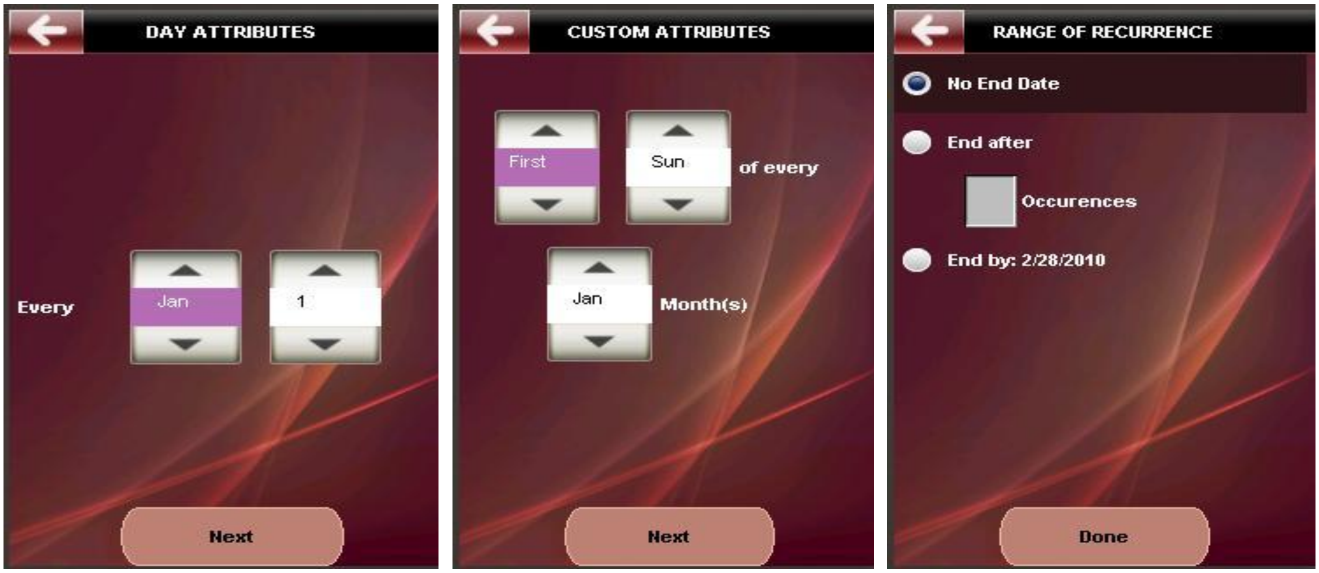


Figure 25

Note: Some recurrence types are not supported for Lotus Notes and such event types may not be synchronized with the server accurately.

5.3. Tasks

Note*:* The Tasks feature is supported for MS Exchange accounts only

Selecting *Tasks* will take you to the Tasks function that contains a list of all the task titles. You can press on the task menu item to view the details of a particular task. Options to create a new task called ***New*** and ***Sort*** are available at the bottom the screen.
The tasks are indicated with different colors based on the current status of the task. The color codes represent the following"

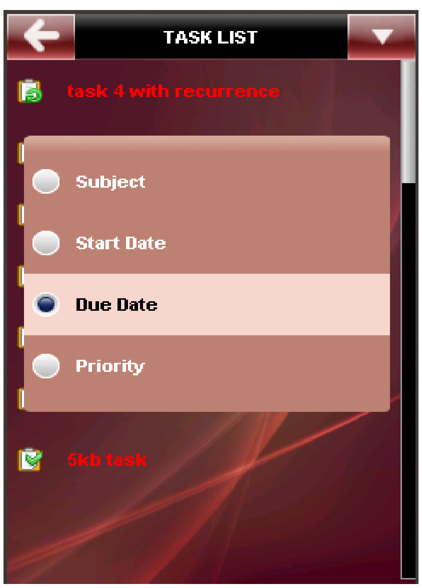
- **Black**: indicates Tasks that have been synchronized with the server
- **Green**: indicates Tasks that have not been synchronized with the server, but are currently saved on the Phone
- **Red:** indicates Tasks that are past their due date.
- **Grey**: indicates Tasks that have been completed.

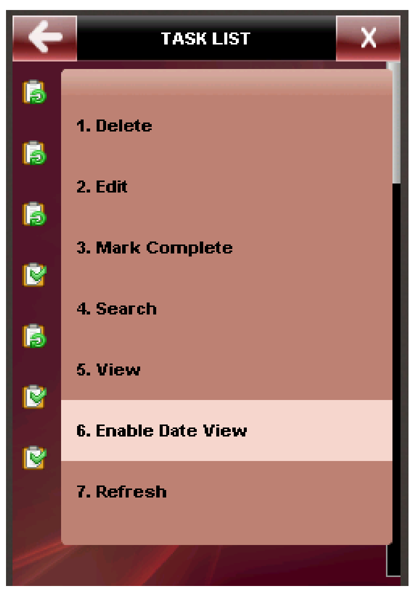
Choosing the ***More*** button brings up the following options:

Delete: This option can be used to delete a task from the phone. These changes will be synchronized with the Exchange server during the next synchronization.
Edit: Use this option to Edit a Task on the phone which can be synchronized with the Exchange server right way. If there is no network available, it stores the task on the phone as offline task which will be synchronized with the server at the next sync.
Mark Complete: A task can carry a due date by which it must be completed. User can use the 'Mark Complete' option to mark a task as complete to signify completion of the task.
Search: This option allows user to search for a particular task based on specific search criteria. User can search for a Task by entering the Title of the task.
View: This option allows the User to specify what Tasks must be displayed on the Tasks page. User can choose from the following options:

- All: Displays all tasks
- Active: Displays only active tasks from the list.
- Overdue: Displays a list of all tasks that are overdue to indicate some action is necessary.
- Completed: Displays a list of all tasks that have been marked as complete.

Enable date view: Displays the date and time of the task which by default contains only the task name
Refresh: Refreshes the current view of the tasks and fetches new ones from server if any.





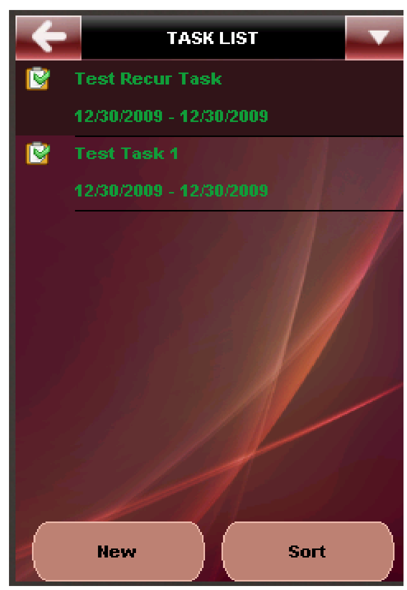
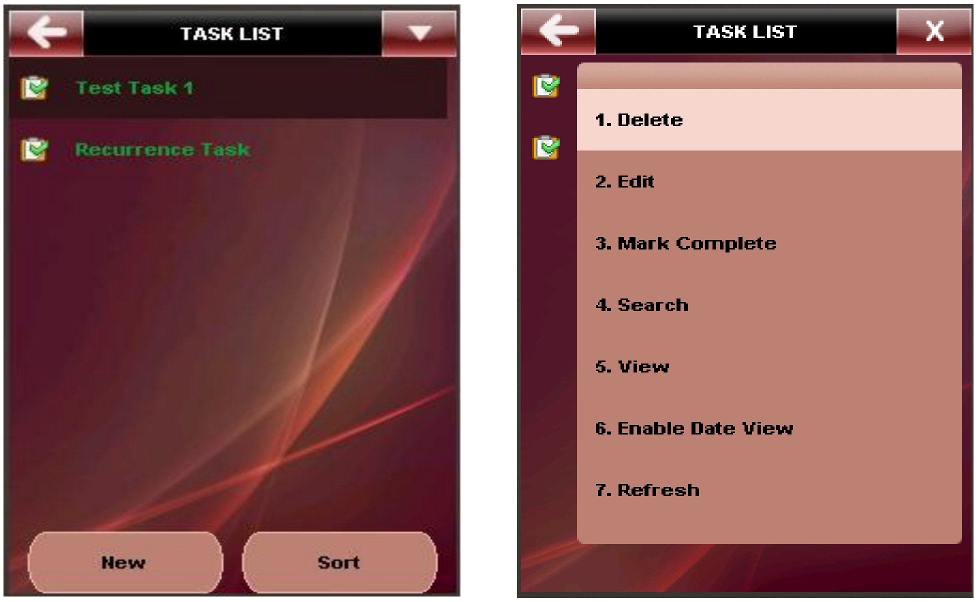


Figure 26



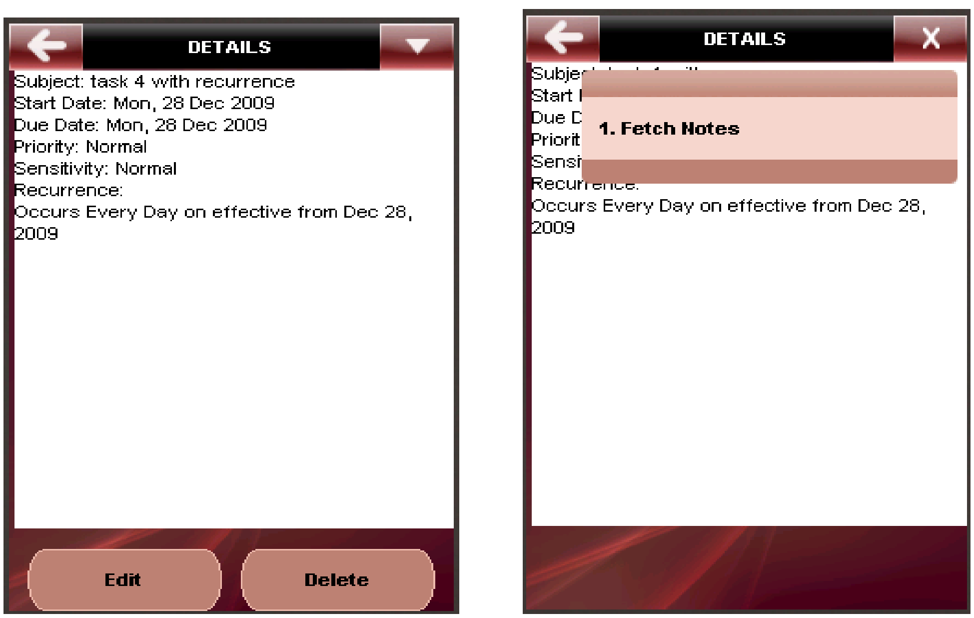


Figure 27

New Tasks: Create a new task using the '***New'*** button in the task list page. This option to add a task on the phone and can be synced to the exchange server. If there is no network available, the task is stored on the phone as offline task and later moved to the server during the next synchronization. A recurrent task also can be created from client and synced to the server.

Pressing the New button open up the 'create task' window with options to:

Subject: Enter a subject for the meeting

Start date: By default the current day is displayed. You may change it by clicking on the date which brings up the date control and then choosing the required date by using the Up/down keys. Use the *Right/Left* keys to navigate to month, day and year

Due date: By default the current day is displayed. You may change it by clicking on the date which brings up the date control and then choosing the required date by using the Up/down keys. Use the *Right/Left* keys to navigate to month, day and year

Date completed: By default the current day is displayed. You may change it by clicking on the date which brings up the date control and then choosing the required date by using the Up/down keys. Use the *Right/Left* keys to navigate to month, day and year
Priority: Choose priority for the task as 'High', 'Normal' or 'Low'. Normal is set by default
Sensitivity: Choose the sensitivity for the task from the following options:

- Normal
- Personal
- Private
- Confidential

Reminder: Allows you to set a reminder ahead of the event occurrence. Enter the required duration value and then choose the required units as *Minutes, Hours, Days* or *Weeks*
Notes: Enter a description for the task in the form of notes
Recurrence: Choosing this option allows to set up a recurrent type of calendar event from your Phone. You can then specify the recurrence type from the following available types:

None: Choose this option to create a calendar event that occurs only once.
Daily: Choosing this option allows you to set up an event that recurs every day. You must then choose the recurrence pattern for this event from the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Every X days: Choosing this option allows you to set up an event that recurs every nth day. You will then be navigated to the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Weekly: Choose this option to create an event that occurs once every nth week. You will then be required to choose the days of the week that the event must recur before being navigated to the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Monthly: Choose this option to create an event that occurs once every month on a specific date. You must choose from:

Select Day: Choose on what day of what month the event must recur. For e.g. event recurs on 'Day 2 of every 4th month'.
Custom: Choose what day of the week and what month the event must recur. For e.g. event recurs on 'First Sunday of every 3rd month'
You will then be required to choose from the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

Yearly: Choose this option to create an event that occurs once on Nth month of a year on a specific date. You must choose from:

Select date: Choose on what day of what month the event must recur. For e.g. event recurs on 'Day 1 of January'.
Custom: Choose what day of the week and what month the event must recur. For e.g. event recurs on 'First Sunday of January'
You will then be required to choose the days of the week that the event must recur before being navigated to the following options:

No End date: Set up an event with no end date
End after x occurrences: Set up an event that ends after a fixed number of occurrences.
End by: Set up an event that will end on a particular date

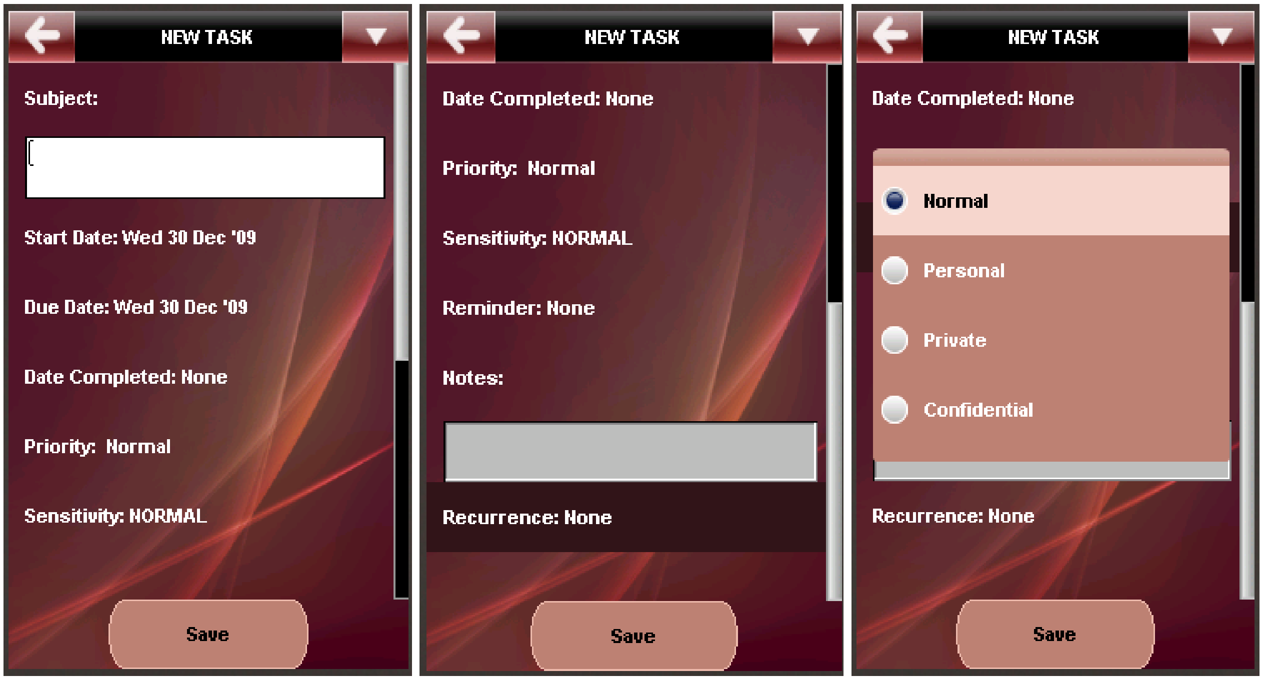


Figure 28

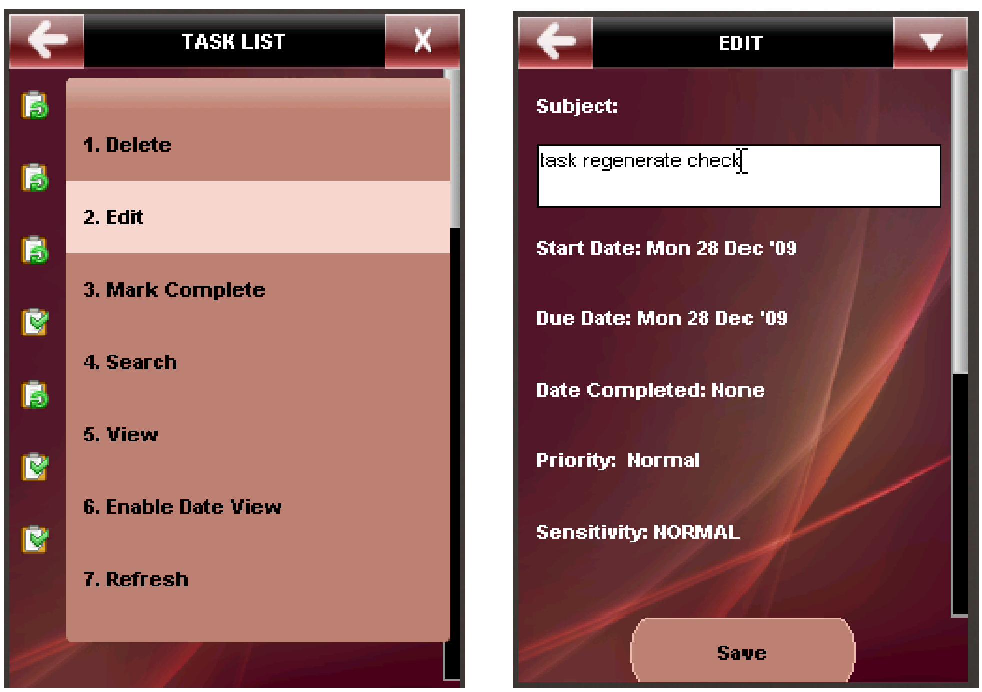


Figure 29

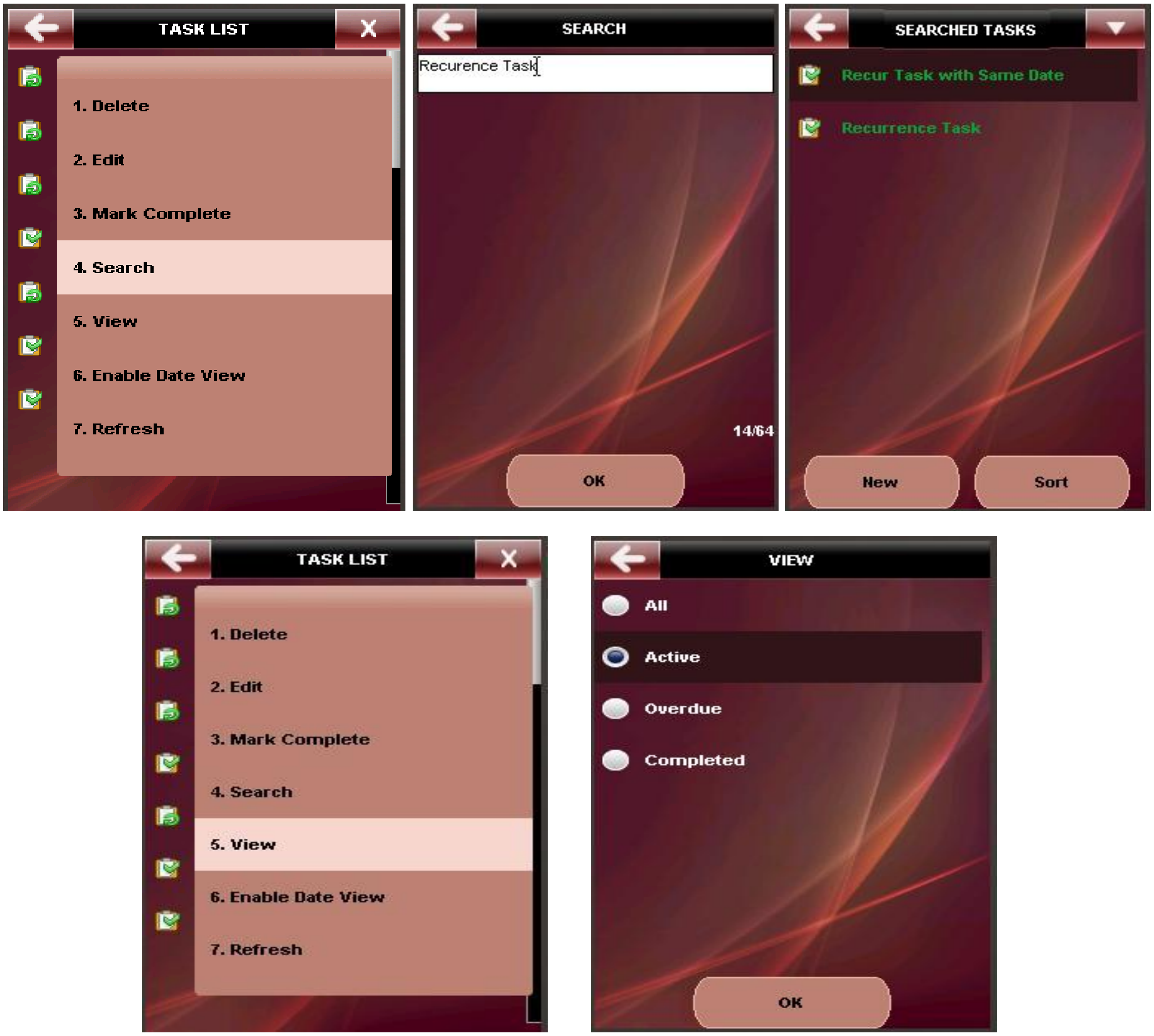


Figure 30

Fetch Notes (option available for MS Exchange® 2007 server only): A Task can have some notes associated with it. During the initial view of the Task list, user does not see the Notes portion of the Task. The user can use the 'Fetch Notes option to fetch from the server and view the Notes for a particular Task.

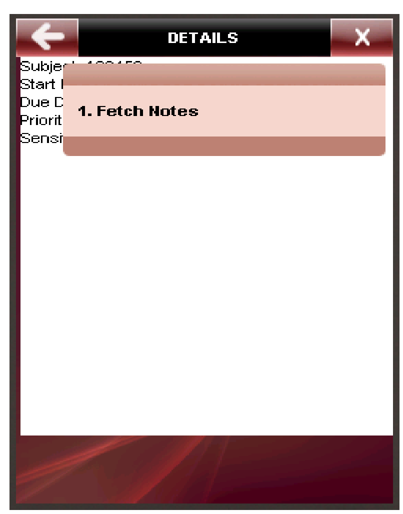


Figure 31

5.4. Sync Now

Selecting Manual Sync will navigate you to the 'Collections' screen where you can select the Folder collections that you wish to synchronize. The '*More' button can* be used to toggle between check/Uncheck the collection to synchronize. Pressing 'Sync' will start the user initiated Synchronization process and synchronize the information for the selected Collection. A message about the number of items synchronized is displayed at the end of a successful synchronization.

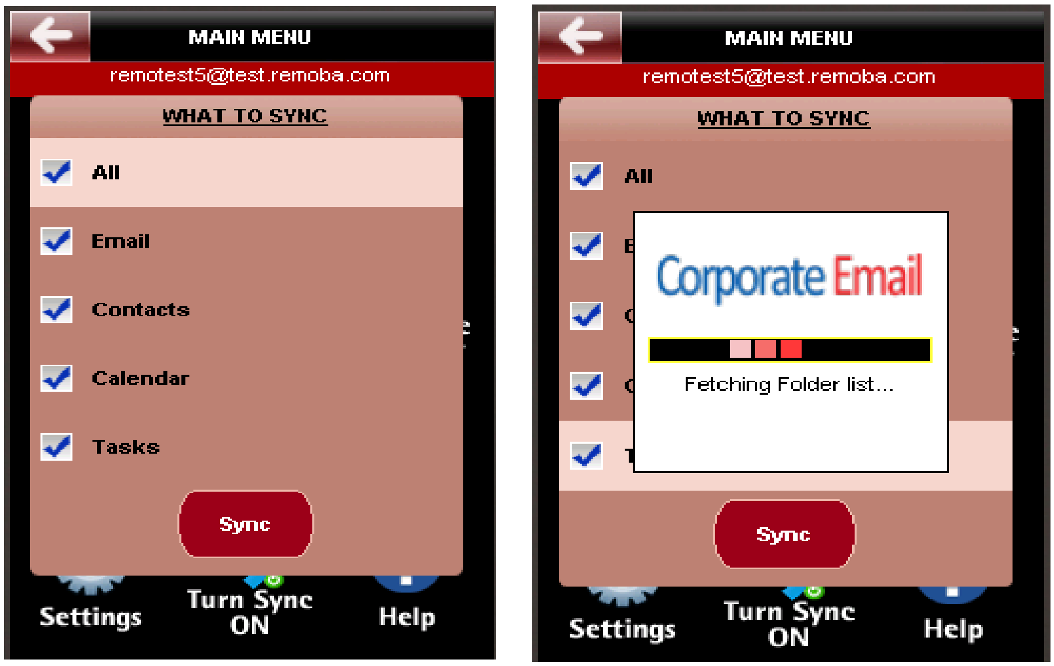
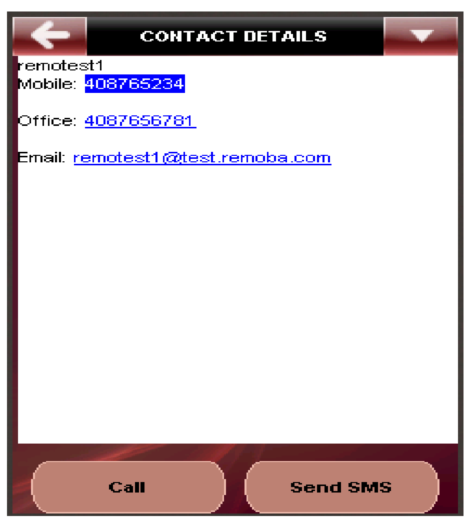


Figure 32

5.5. Corporate Directory

The 'Search Corporate Directory' option allows you to search for Contact entries from the Global Address List on your MS Exchange® Server. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated. The matched contacts will be displayed in alphabetical order spanned across pages. Clicking on a contact name will display the details for that contact. Pressing the '*More' button will* bring up the following options:

Call: Pressing on this option while the focus is on one of the displayed Phone numbers will dial the number for that contact:
Send SMS: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send an SMS to the desired number.
Add to Phone: Use this option to add the Searched contact information to your Phone's address book.
Next Page: Navigates you to the next page of the searched contacts list.



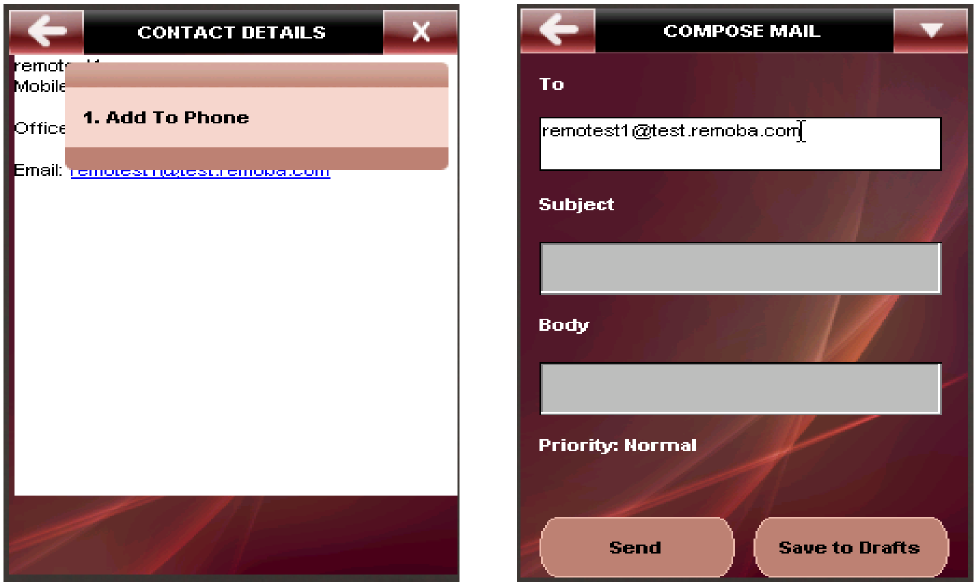


Figure 33

5.6. Groups

Allow you to pre-configure and store email ids that you frequently use by grouping them under an Alias. This is particularly helpful during sending a mail, where you can quickly pick up and add one or more groups from the stored groups to the To, Cc , Bcc, Required, Optional or Resource fields before sending the mail or adding and event/meeting. To create a new group, click on '*Add Group'*, and then enter a name for the group. Proceed to add contacts (Maximum of 10 mail ids) from the Phone's address book. Once done, the Groups page will display the list of available Groups. Selecting a group and Pressing the '*More' button* will bring up the following options:

Add Member: Allows you to add a contact to the Group.

Remove Member: Allows you to remove a contact from the Group.

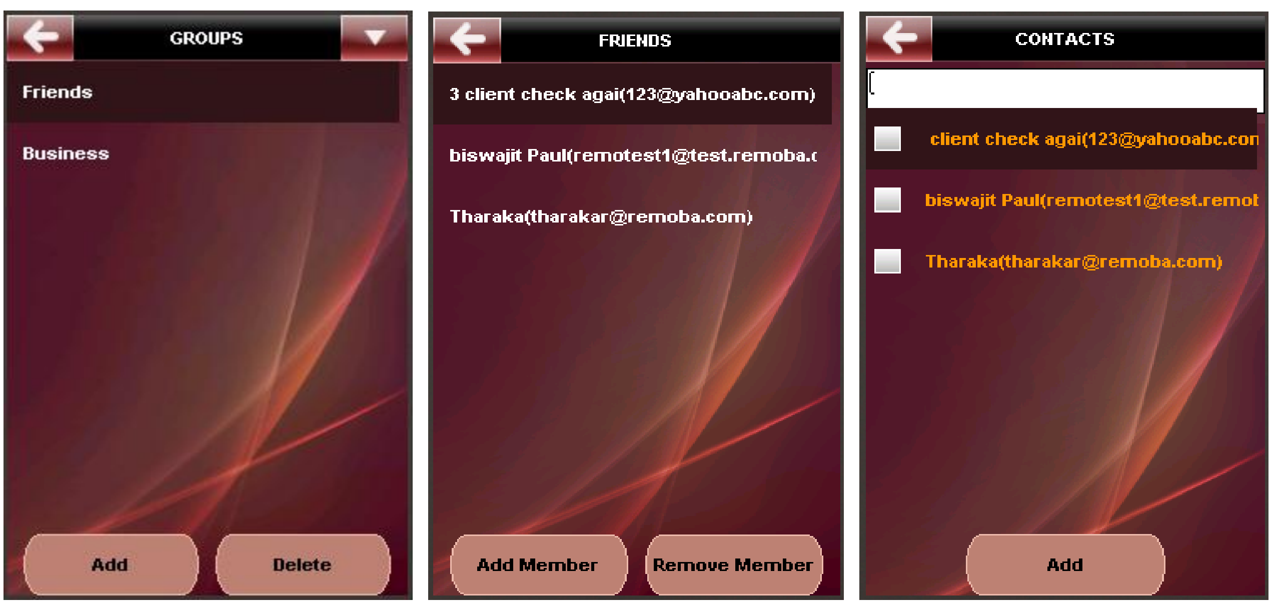


Figure 34

5.7. Quick Messages

Quick Messages: Up to 50 custom messages can be configured for Quick and Easy Replies. This will help you to quickly add messages from a predefined list without having to type in the message. Pressing the '*More' button* will bring up the following options:

Edit: Allows you to edit a quick message from the available templates.

Delete: Allows you to delete a quick message from the available templates.

Figure 35

5.8. Manage Accounts

Manage Accounts will show all the account details with Add, Edit buttons and delete option for the accounts. User can create, edit and delete the accounts.

Add Account: You may use Add button option to create an account. It fetches the providers list from the server and displays to user. User can choose the provider based on the account he wants to create.

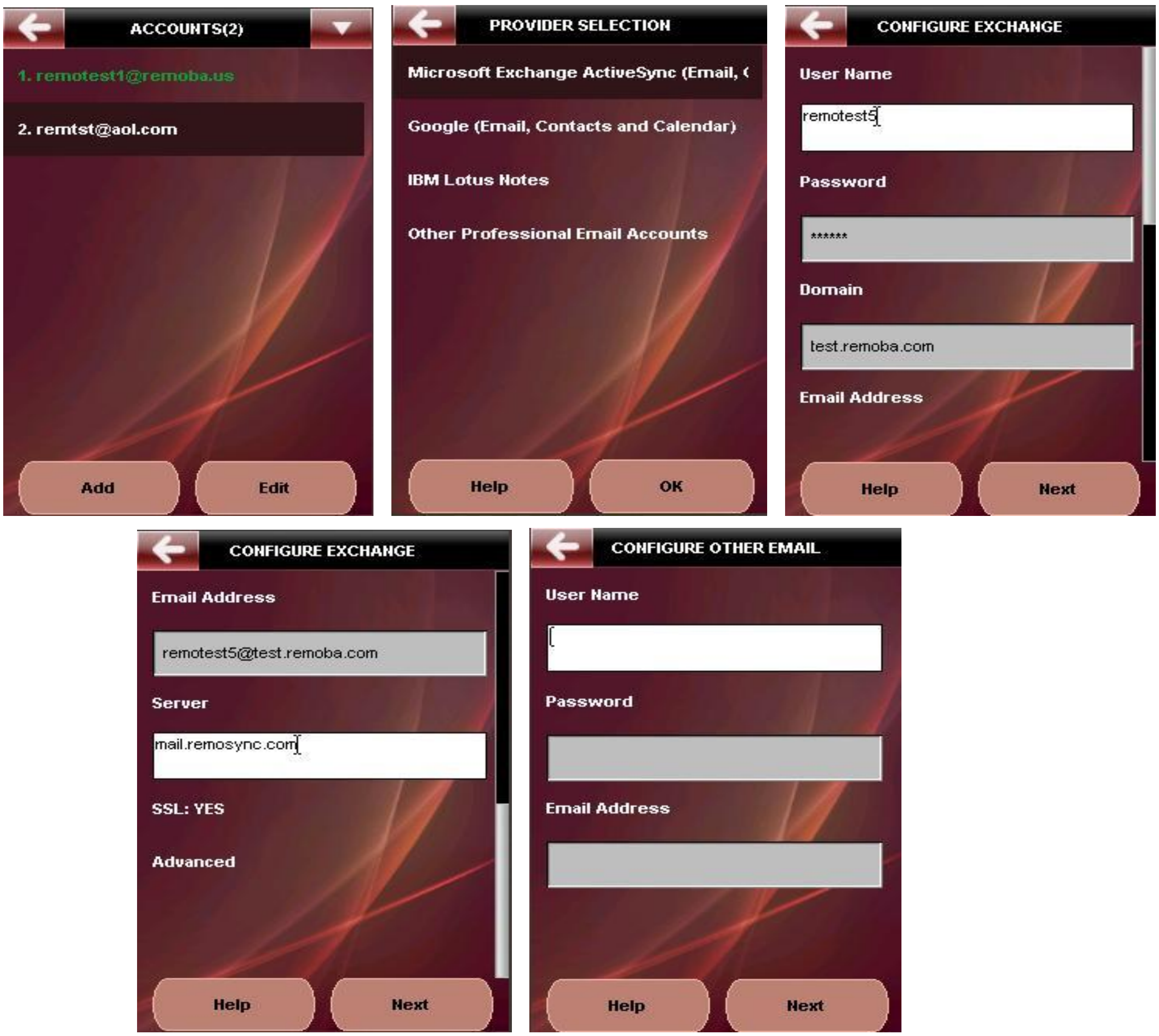


Figure 36

Choosing the '***More'*** button will provide you the following options:

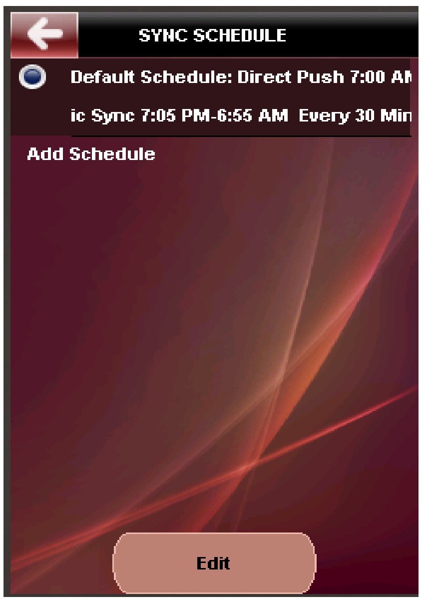
1. ***Sync Schedule***
2. ***Security***
3. ***Delete***
4. ***Set as Default***
5. ***Help***

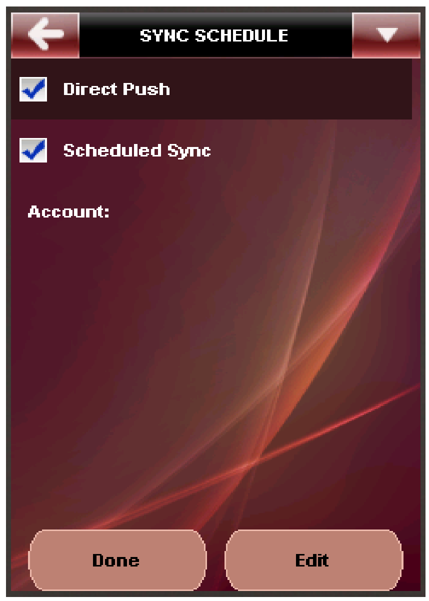
The options are explained below:

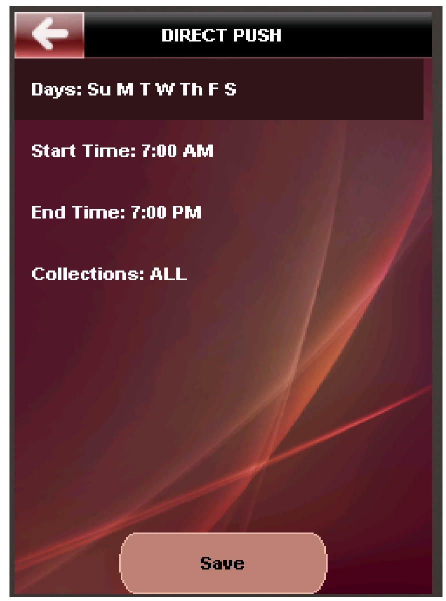
Sync Schedule: Allows you to select from the following Synchronization options:

Direct Push: This will enable '**Direct Push'** for the selected collections. By enabling direct push you will be able to receive real time notifications of new Contact, Calendar, Tasks or Email data on your phone as soon as they arrive on the MS Exchange® server. Choosing Direct Push will navigate you to the *Schedule* page that contains a list of your existing schedules along with an option '**Add Schedule'** to add a new schedule. Task synchronization is supported for MS exchange accounts only. For Google accounts, IMAP Push works for Email, Contacts and Calendar which is synchronized once every hour. For IBM Lotus Notes accounts, Email, Contacts and Calendar information is synchronized

Scheduled sync: You can set up the application for a scheduled synchronization. You may choose between a frequency of 15 minutes to 2 hours at a 15-minute interval as well as Daily or Weekly. You will then be navigated to the Start time – to choose the start time; End time – to choose the end time (say between 8 a.m. and 8 p.m. on the scheduled days). Then you will be navigated to select the Day of week, and the schedule will be set to the selected day of the week at the specified time. The application will automatically check for updates at the defined day and time and synchronize them to the phone.
The navigation for setting up Direct Push is shown in the application screenshots (Figure 35) below:







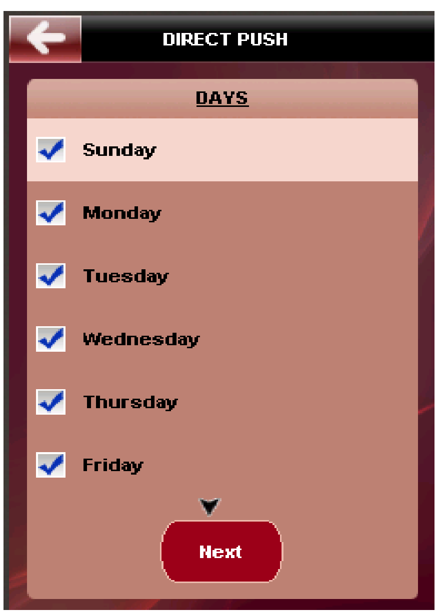


Figure 37

Choosing Custom on the Sync Days page will allow you to enable synchronization on select days by providing you with an option to select the days from a list as shown below in Figure 36. The remaining setting options are as shown in the screenshots above.
For Google accounts, the 'What to Sync' screen for Direct Push settings is shown below. Here only email is enabled for PUSH whereas, Contacts and Calendar are synchronized once every hour

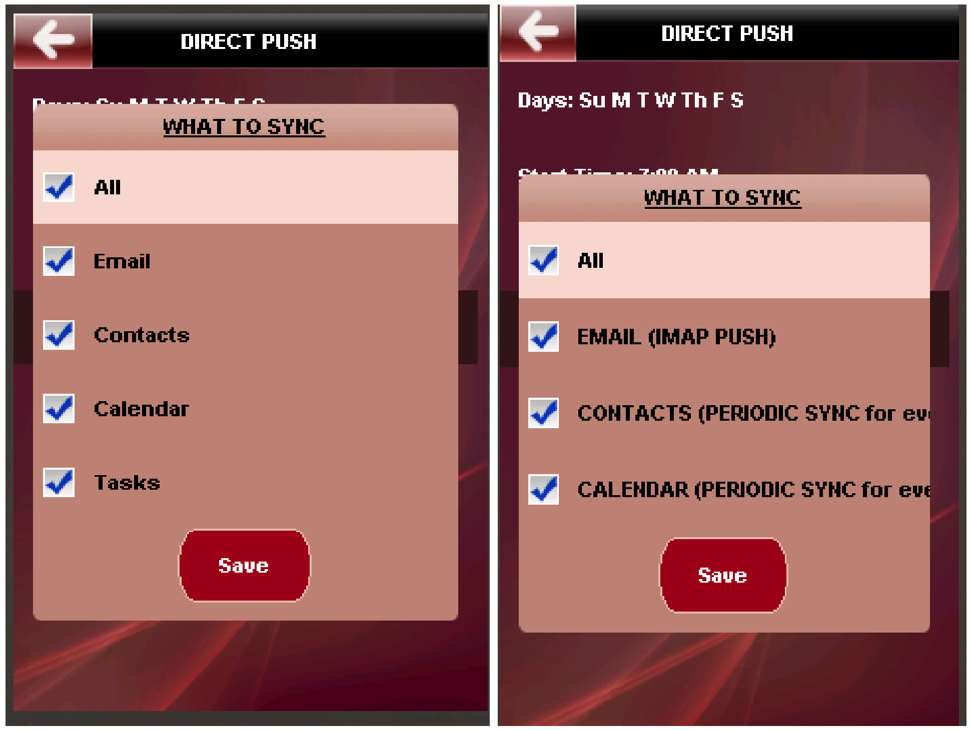
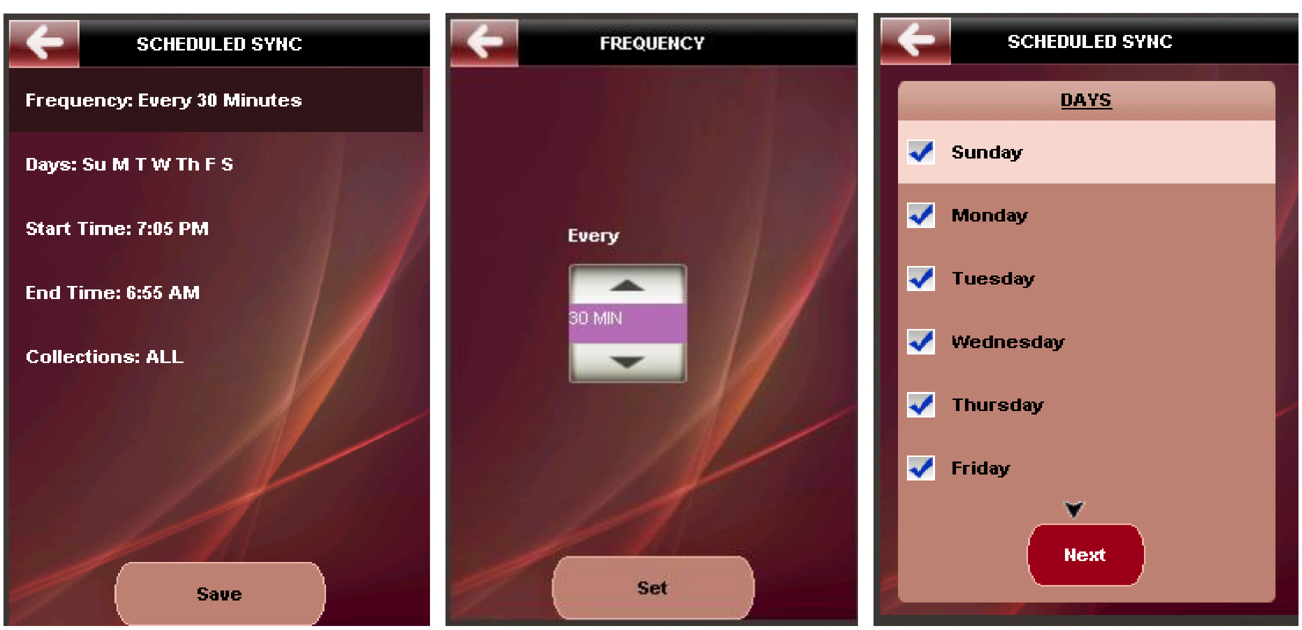


Figure 38

The screenshots below in Figure 37 indicate the **Scheduled Sync options** for Corporate Email



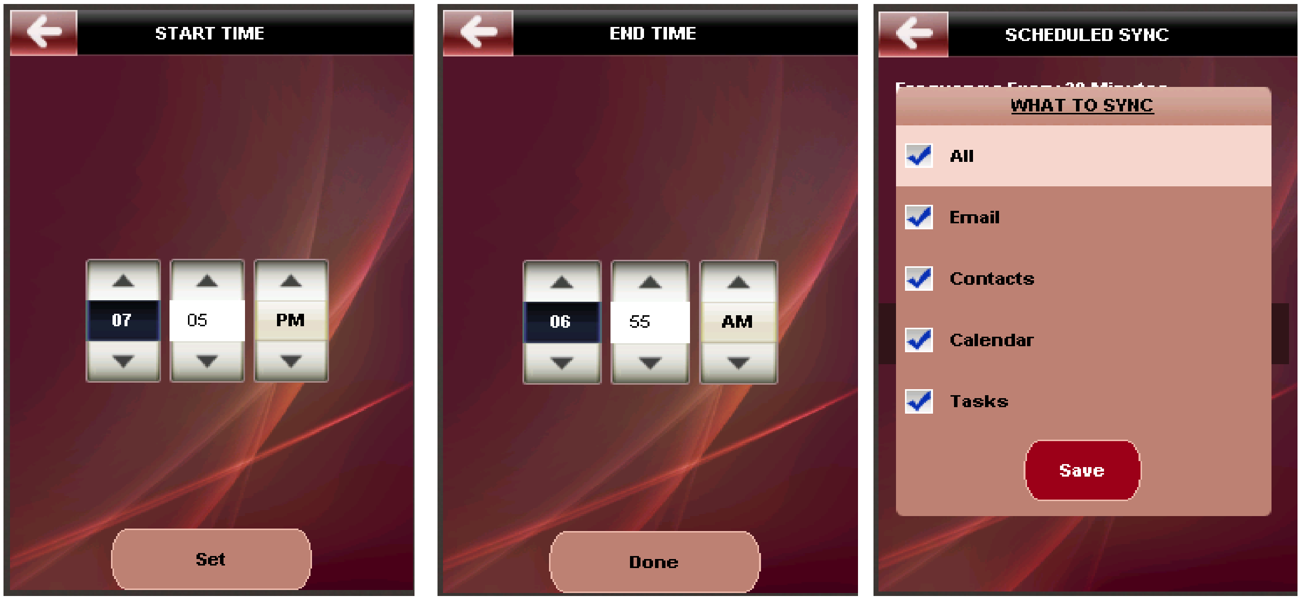


Figure 39

Security: The screenshots below indicate the settings for **Security PIN**. User should enter a PIN in the required format as prompted on the screen

Figure 40

Delete: Allows you to delete the selected account information. This will remove all account information related to that account.

Set as Default: Allows you to choose one account as the Default account from the list of already configured accounts. If no account is chosen as the Default account, then the first account that was configured will be set as the default account. At the application launch the user is navigated directly to the Inbox of the default account rather than the Grid view.

Help: The Help section provides you with brief usage instructions for Corporate Email. You must refer this User Manual for detailed instructions on the features and functions of Corporate Email.

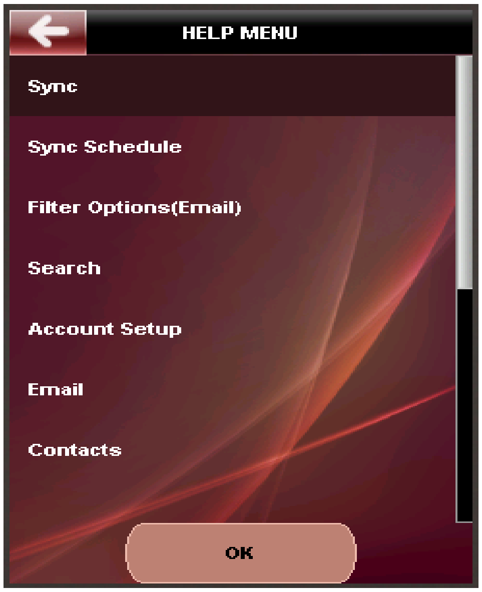


Figure 41

5.9. Settings

Settings menu options are different for MS Exchange and other email accounts.

- Exchange Account Settings
- IMAP Account settings

Exchange Account Settings:

On choosing Settings option from Exchange account will navigate you to the Settings Sub menu that contains the following 7 primary settings options that you can use to control the behavior of Corporate Email on your Mobile Phone.

1. **Sync Settings**
    a. What to Sync
    b. Alert Settings
        a. Select Notifications
        b. Sound & Vibrate Settings
            i. New Email
            ii. Meeting Reminder
        c. Alert Display Time
        d. Alert Filters
            i. Email
            ii. Domain
    c. Full Sync
    d. Unsupported SSL
    e. Attachment Server
2. **Email Filter Settings**
3. **Contact Settings**
    a. Conflict Resolution
    b. Contact Name Format
4. **Out of Office**
5. **Time Zone**
6. **Past Reminder Display Time**
7. **Sync Status**

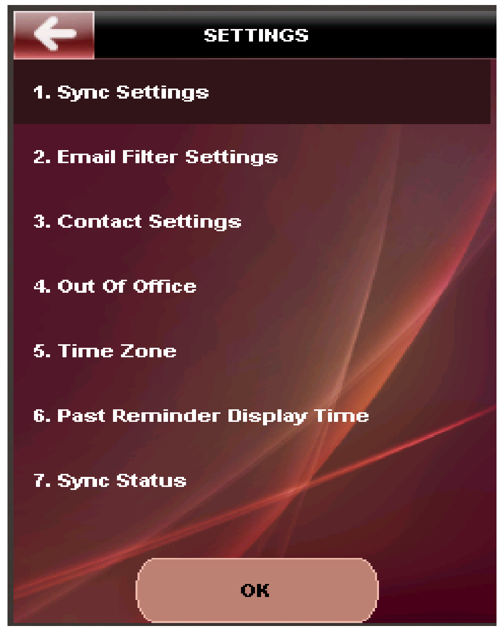


Figure 42

The settings options for MS Exchange account are explained below:

5.9.1. Sync Settings

Sync settings consist of the following options

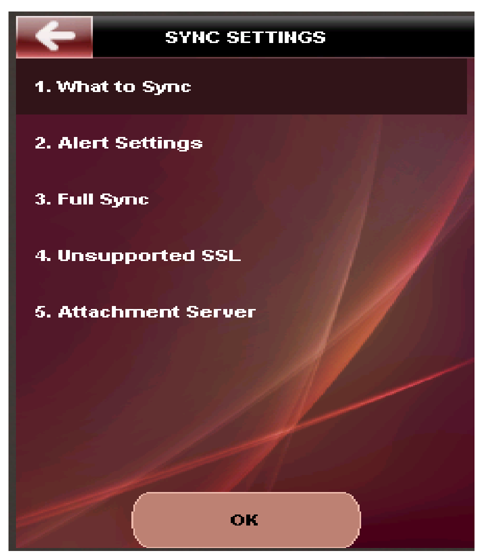


Figure 43

What to Sync: Allows you to choose the Sync collections – *Email*, *Contacts*, *Calendar* and Tasks to be synchronized each time. Checking the required collection will select or deselect the collection. Choose the 'Sync' option to save your settings and start synchronization.

Note: Tasks option is not displayed for Google and IBM Lotus Notes accounts

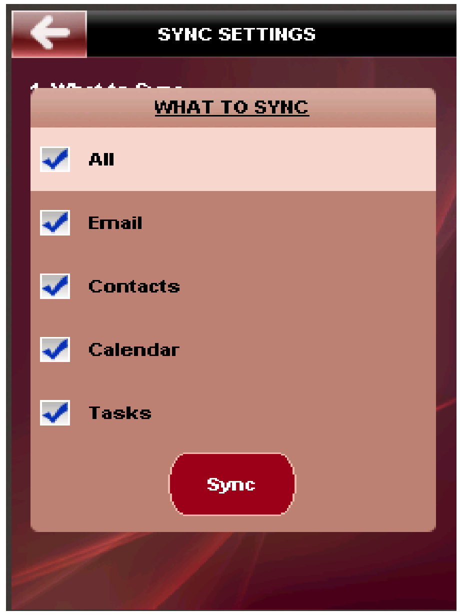


Figure 44

Alert Settings: Allows you to set up alerts for upcoming events or new mails using the following options:

Select Notifications: Use this option to select the events that you want to be alerted for. You can receive alerts for the following:

Email Alerts*:* Use this option to be alerted on new email arrival.
Calendar Reminders*:* Use this option for getting reminders on upcoming Calendar events
Task Reminders*:* Use this option for getting reminders on upcoming Tasks
Choosing the 'Save' button will save all the changes for further notifications.
Note: This option is available only for MS Exchange accounts

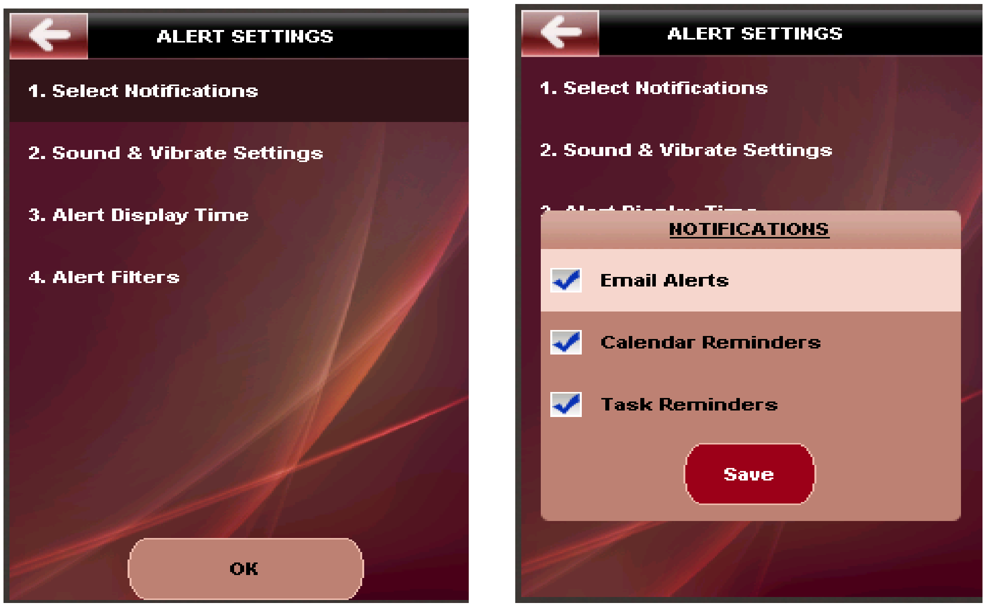


Figure 45

Sound & Vibrate Settings: Allows you to associate audible indications for the selected events or tasks. You must first choose the event that you wish to be alerted for from the following:

> ***New Email:*** for alerts on new email arrival
> ***Calendar Reminder:*** for alerts on Calendar Reminders
> ***Task Reminder:*** *for alerts on Task Reminders*

Note: This option is available only for MS Exchange accounts

Then, choose the type of alert from the following:

> ***Vibrate:*** Allows you to turn on the Phone's vibrate alert for the selected event
> ***Audible Alert:*** Allows you to turn on the Phone's ringer alert for the selected event. On phones that may not support a ringer tone, a beep will be used instead.

Choosing 'Save' button will save all the changes for further sound & vibrate notifications.

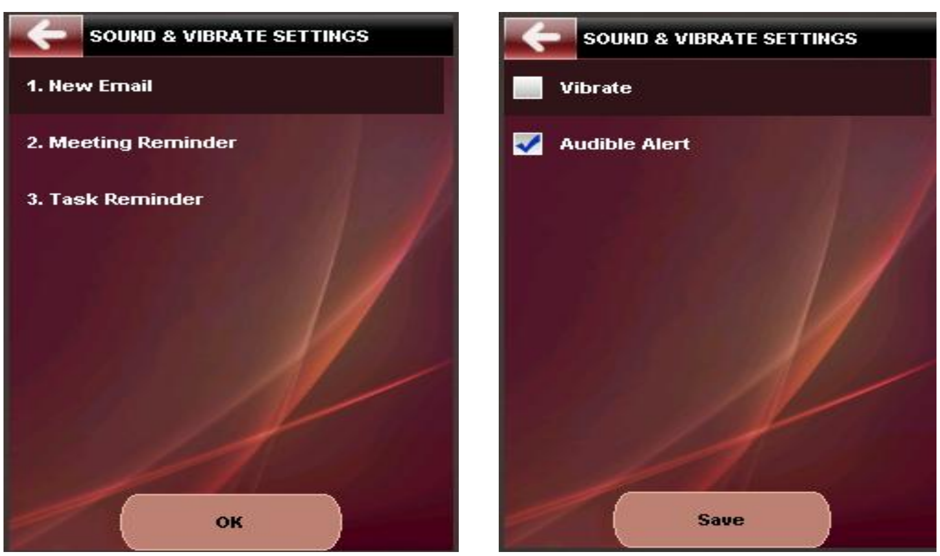


Figure 46

Alert Display Time: This option allows you configure the alert display time settings. Whenever an alert is popped up on a new mail (e.g. when Direct Push is ON), some form of user action is expected (user must dismiss the alert) to ensure that the alert has been noticed. But if there is no user feedback, then the alerts will continue till the time specified by the 'Alert Display Time'. For e.g. An alert is displayed on a new mail arrival and the *Alert Display time* is set to 15 minutes which means that this alert will be alive for 15 minutes of the initial notification after which it will automatically be dismissed.

Figure 47

Alert Filters: This option allows you to set up alerts on new mail from a specific email address (es) or from a specific domain. User can enter the specified email address or domain names and save them. If no domain name or email address is entered, then user will be notified on all new email arrival.

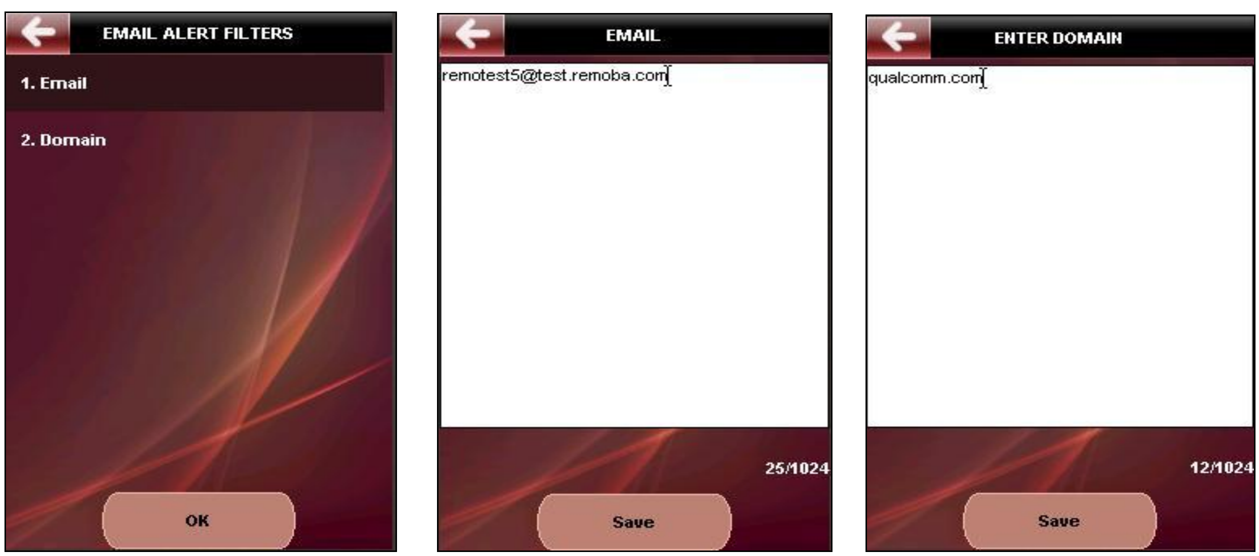


Figure 48

Full Sync: Full Sync will erase all Email data, Contacts history, Calendar and Tasks(Exchange) data from the Phone and starts a fresh synchronization with the server. Note: Full Sync must be used only if you are facing persistent synchronization problems. (Option available for Exchange, IBM Lotus Notes and Google accounts)

Unsupported SSL: For servers that do not support the SSL root certificate that your device uses, a SSL error is returned, preventing you from proceeding to login on such servers. To get over this problem, you can choose to ignore the SSL certificate on the server and continue.

Attachment Server: Corporate Email provides you with an ability to view attachments of some selected types. The client application connects to a server that converts the attachments to image formats that can be viewed on your Phone. To be able to view attachments, you must enter the server name and save it.

5.9.2. Email Filter Settings

Note: This option is available only for MS Exchange and IBM Lotus Notes; not available for Google and POP/.IMAP accounts

Allows you to filter and synchronize your mails from last 1 day, 3 days or mails from the past 1 week using the following radio button options:

One day: Synchronizes only those emails that are 1 day old
3 Days: Synchronizes emails that are up to 3 days old
1 week: Synchronizes emails that are up to a week old

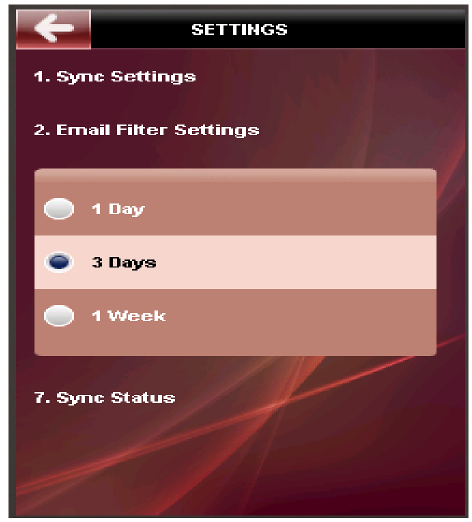


Figure 49

5.9.3. Contact Settings

Conflict Resolution: Allows you to select from the following Conflict resolution settings:

Keep Client changes: Choosing this option will ensure that during subsequent synchronizations all the server changes (Contacts, Calendar and Email) will take precedence.

Keep Server changes: Choosing this option will ensure that all server changes (Contacts, Calendar and Email) will take precedence during subsequent synchronizations.

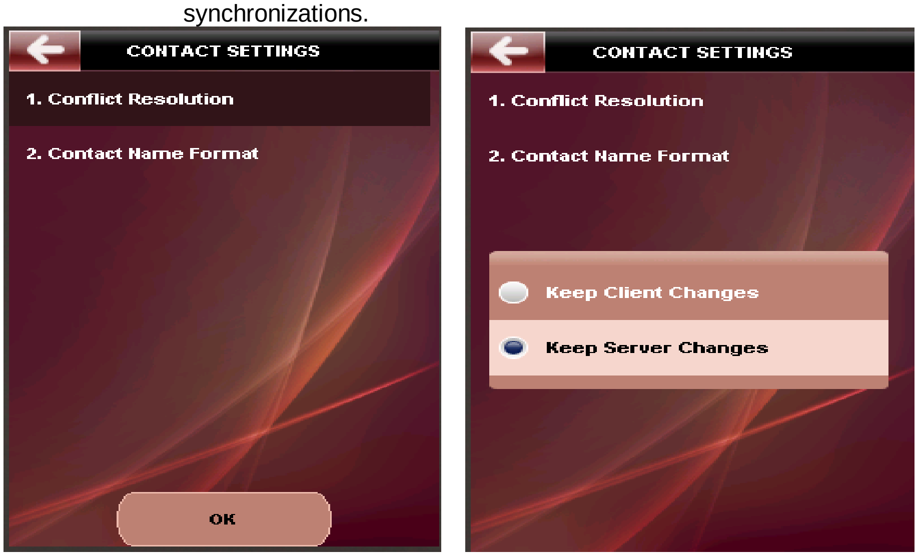


Figure 50

Contact Name Format: This is a critical setting that you must specify for your contacts to ensure that there is parity between the contact information that is stored on your Server and on the client. All phones

do not store contact information in the same way and synchronizing disparate contact lists may lead to duplicates. To avoid this, you can first choose the Contact Name format and synchronize by choosing the appropriate one from the following supported formats:

- ***FirstName Last Name:*** To be used if your phone accepts contact names in this order: *First Name <space> Last Name*
- ***LastName FirstName:*** To be used if your phone accepts contact names in this order: *Last Name <space> First Name*
- ***FirstName, LastName:*** To be used if your phone accepts contact names in this order: First Name<comma> Last Name
- ***LastName, FirstName:*** To be used if your phone accepts contact names in this order: Last Name<comma> First Name.

Figure 51

5.9.4. Out of Office [MS Exchange 2007 servers only]

This feature allows you to configure the Out-of-office settings to automatically reply to emails you receive when you are not in office. Based on your settings all incoming mails during this period will be auto-replied with a mail containing your custom Reply message. (Out of Office option is only for 2007 servers) To configure *Out of Office* settings:

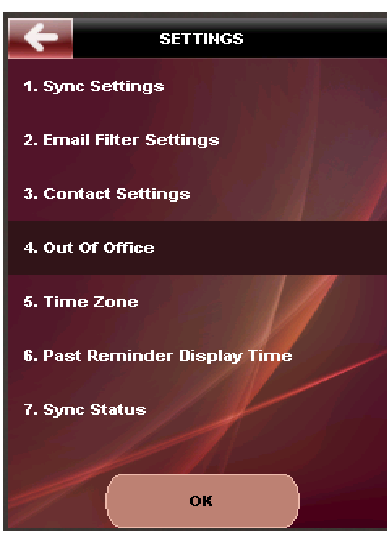
Choose *Out of Office* option from the Settings menu which will navigate you to the out of office settings screen. Choose from the following types:

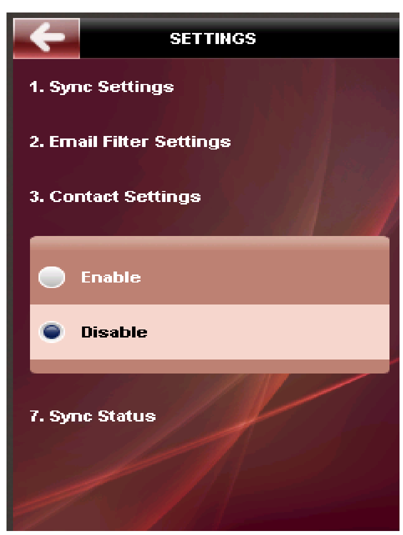
- ***Enable***: This will enable ***Out of Office*** setting and navigates you further to the ***Out of Office Types*** page that contains internal and external settings page.
  - ***Inside Organization:*** Choose this option if you would like to send a customized reply message to internal senders i.e. senders from within the organization. You will then be navigated to the
  - ***External Known:*** Choose this to reply with your customized response to senders who are from outside your organization, but are listed on your Contacts list - for e.g. business acquaintances.
  - ***External All:*** Choose this option will auto-reply to all senders who are Internal and also External senders.
    - ***No Duration:*** Choose this option to set Out of Office with no end time
    - ***Today:*** Choose this option to enable Out of office only for the current day (12.01 am to 11.59 p.m.)
    - ***Select Duration:*** Choose this option to select the duration for which Out of Office must be enabled
      - ***Start Date***: Choose the date from which Out-of-office must be enabled
        - ***Start time***: Choose the start time from which Out-of-office settings must be active.
      - ***End Date***: Choose the end date
        - ***End time***: Choose the end time after which Out-of-office settings must be disabled.

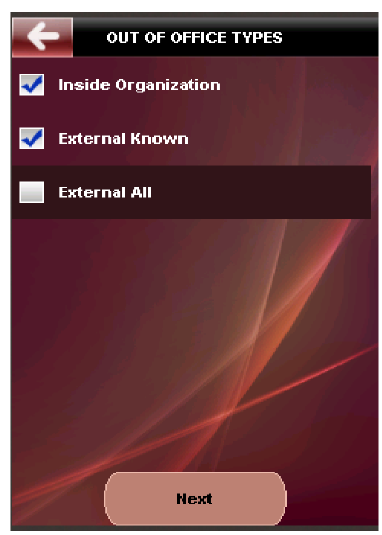
    - ***Internal***: Edit your response that must be sent for mails from senders who are within the organization
    - ***External***: Edit your response that must be sent for mails from External Users

- ***Disable***: Choosing this option will disable the out-of-office settings.

Save your settings, to update the same on the server. The ***Out of Office*** settings are shown below:







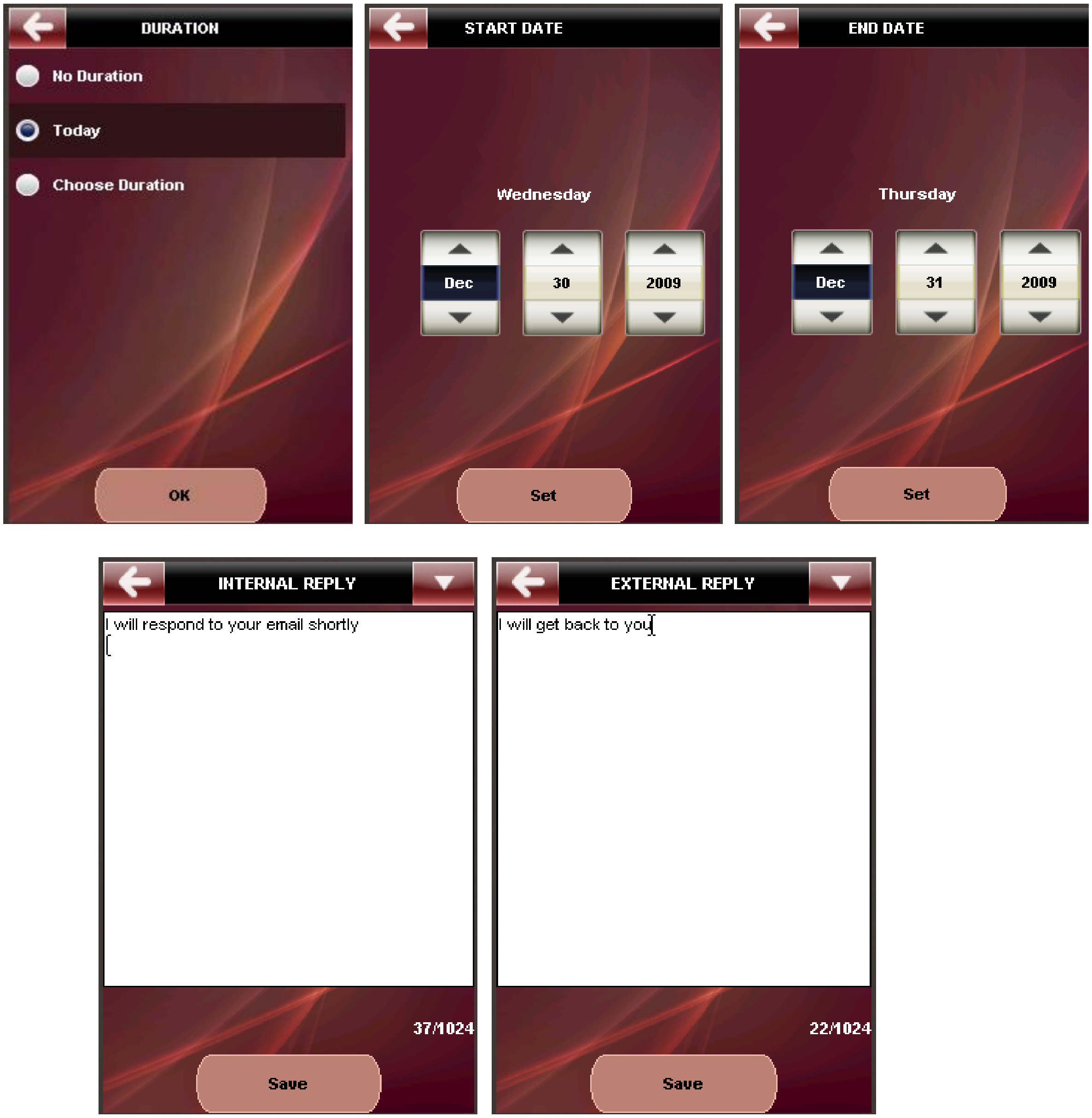


Figure 52

5.9.5. Time Zone

This feature allows you to select your preferred time zone. You can choose from the available time zone options and save it.

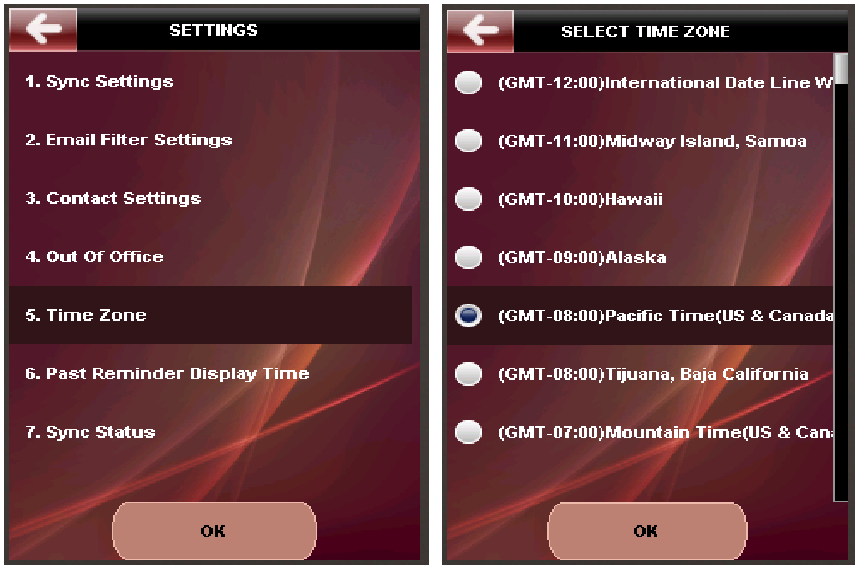


Figure 53

Note: You must ensure that you select the correct time zone setting to ensure that your calendar alerts, reminders etc. work properly. This is especially true when you travel across time zones.

5.9.6. Past Reminder Display Time

This option allows you configure the past reminder duration settings. Whenever reminders are popped up, for an upcoming event or new mail, some user action is expected (user must dismiss it) to ensure that the reminder has been noticed. But if there is no user feedback, then the reminders will continue to be displayed till the time specified by the 'Past Reminder Duration'. For e.g. A Reminder that is set for 9.00 a.m. for a 9.30 meeting, will fire up at 9.00 a.m. and will stay there until you dismiss it. All subsequent reminders also will pop up at the appointed times and dismissing each one is cumbersome. Using the past reminder duration you can ensure that all the reminders are automatically dismissed after a period of time.

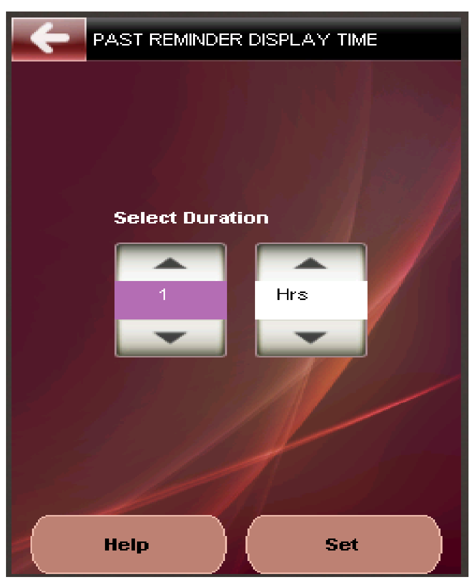


Figure 54

5.9.7. Sync Status

Displays information on the Date, Time and the Status of the last synchronization carried out from the Phone.

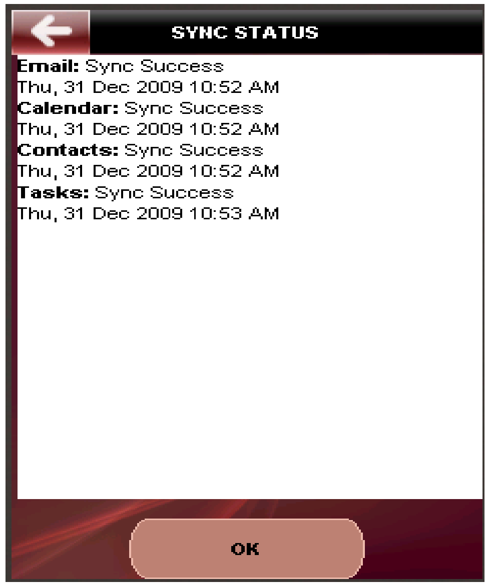


Figure 55

IMAP Account Settings:

On choosing Settings option from IMAP account will navigate you to the Settings Sub menu that contains the following 5 primary settings options that you can use to control the behavior of Corporate Email on your Mobile Phone.

1. **New mail alert**
   a. Vibrate
   b. Audible Alert
2. **Alert Display [**toggle **ON/OFF]**
3. **Alert Display time**
4. **Attachment Server**
5. **Email alert filters**
   a. Email
   b. Domain

Figure 56

The Menu and submenu items under settings are organized in the following manner:

New Mail Alert: Allows you to set up alerts on new mail arrival. You may choose to alerted by

Vibrate: Allows you to turn on the Phone's vibrate alert for the selected event

Audible Alert: Allows you to turn on the Phone's ringer alert for the selected event. On phones that may not support a ringer tone, a beep will be used instead.

***Alert Display [ON/OFF*]:** Allows you to toggle the Alert Display.

***Alert Display time*:** This option allows you configure the alert display time settings. Whenever an alert is popped up on a new mail (e.g. when Direct Push is ON), some form of user action is expected (user must dismiss the alert) to ensure that the alert has been noticed. But if there is no user feedback, then the alerts will continue till the time specified by the 'Alert Display Time'. For e.g. An alert is displayed on a new mail arrival and the *Alert Display time* is set to 15 minutes which means that this alert will be alive for 15 minutes of the initial notification after which it will automatically be dismissed.

Attachment Server: Corporate Email provides you with an ability to view attachments of some selected types. The client application connects to a server that converts the attachments to image formats that can be viewed on your Phone. To be able to view attachments, you must enter the server name and save it.

Email Alert Filters: This option allows you to set up alerts on new mail from a specific email address (es) or from a specific domain. User can enter the specified email address or domain names and save them. If no domain name or email address is entered, then user will be notified on all new email arrival.

5.10. Turn Sync On/Off

This option helps to turn the sync on/off from main menu itself. You may choose to turn off Direct push, Schedule sync. User will be prompted with a confirmation message before this option is toggled..

Figure 57

5.11. Help

The Help section provides you with brief usage instructions for Corporate Email. You must refer this User Manual for detailed instructions on the features and functions of Corporate Email.

Figure 58

6 TIPS & TRICKS

The following tips and tricks will help you in optimizing your key presses and make it easier to navigate and use some key features of the application:

1. **Shortcut Keys**
   All menu items are numbered from 0 to 9. You may press and hold the number key to quickly activate a particular menu item in the context of the menu instead of navigating to the menu item using the scroll and then clicking on that option to do the same.

2. **Quick Messages**
   To quickly send replies to incoming mails, store the most commonly used messages as Quick Messages and later add them quickly to the Subject and Body of your emails to avoid typing long messages.

3. **Synchronization schedules**
   Scheduling automatic synchronizations during off peak hours or Night times would go a long way in reducing data usage

7 FREQUENTLY ASKED QUESTIONS [FAQ]

1. **What is Corporate Email and why would I want it?**
If you are a corporate user and if you want to stay connected to all the latest Contact, Calendar and Email information on your Microsoft Exchange Server, then, Corporate Email is the product for you. Using licensed Exchange ActiveSync technology from Microsoft, Corporate Email provides the mobile phone with a direct connection to the Microsoft Exchange Servers 2003 and 2007.

2. **How do I get Corporate Email?**
To get Corporate Email, you need to download Corporate Email to your handset.
To find Corporate Email -
    - Open the BREW Catalog on your handset
- Find **Corporate Email**
    - Download it to your phone!

3. **What handsets offer Corporate Email?**
To see if your handset offers Corporate Email, visit the "supported handsets" page for Corporate Email at the www.remoba.com website for an up-to-date list.

4. **What additional features does Corporate Email 4.0 provide?**
Corporate Email provides new capabilities that allow you to configure your Google account (Contacts, Calendar and Email) as well as your POP and IMAP accounts from the same client. This provides you with a seamless client that allows you to access any mailbox from a single application without having to open up a different client.

5. **What types of data can be synchronized by using Corporate Email?**
Corporate Email enables you to synchronize your e-mail messages, calendar, tasks and contacts lists in your Exchange Server 2003/2007 from a BREW Mobile Phone.

6. **How do I know if I am using Microsoft Exchange Server 2003 or 2007?**
There is no way to know this from your Phone and you would have to consult your IT Department for this.

7. **How do I enable mobile access on the Exchange Server?**
To enable mobile access on the server requires Server configuration and this configuration varies between MS Exchange Server® 2003 and 2007. Consult your IT Department for the same.

8. **How do I change the schedule of my automatic synchronizations?**
To change the schedule of your automatic backups, go to the **Accounts page**. Click on the ***More*** option on the top right corner. Then choose **Sync Schedule.** This will display the current Schedule if any. Choose the ***Edit*** option to editing the existing schedule.

9. **How do I start Synchronizing?**
To start Synchronizing, open Corporate Email on your phone. Choose the folders that you would like to synchronize – Email, Contacts or Calendar and pressing Sync will start the synchronization process.

10. **What details are required before I attempt to use Corporate Email to synchronize with my MS Exchange® server?**
You will require the following information for configuring Corporate Email to synchronize with your MS Exchange® server:

- Server Type: The MS Exchange Server® type that you wish to connect to. Corporate Email supports MS Exchange® Server 2003 and 2007
    - ***Server***: The MS Exchange® Server address for e.g. exchange.yourcompany.com
    - ***SSL*** : Check the box if your server is SSL enabled
    - ***User ID:*** Username (as on your MS Exchange Server® account)
    - ***Password***: Password (as on your MS Exchange Server® account)
    - ***Domain***: Domain for your MS Exchange Server®
    - ***Email Id***: Email address of your MS Exchange® account

Note: If you are not sure of the server information or continue to face problems, consult your IT Department for the required information.

11. **What does "Direct Push" mean? When should I use it?**
Direct Push is a feature of Corporate Email that allows all new information – Email, Contacts, Calendar, from your MS Exchange Server® to be pushed directly to your Mobile Phone as they arrive on the Server. This will prevent you from having to logging in from your phone manually to check for new emails or calendar events. Direct Push will enable the application to always be up-to-date with the server.
You may use the Direct Push feature if you want to have the latest information on Contacts, Calendar, Email and Tasks pushed to your phone instantaneously as they arrive on the server.

12. **What does "Scheduled Sync" mean? When should I use it?**
Scheduled sync provides you with an option of setting up your own schedule of when the device synchronization must be done automatically. For e.g. if you want the synchronization to be done once a day at 8'o' clock every night, you could set this time in the scheduled sync settings and at the appointed hour, the application will start and complete the synchronization with the MS Exchange® Server. You may use this feature if you are a light user and don't expect a lot of email or calendar events on your server and would like to be notified at set intervals about new items on your Server.

13. **What is Corporate Directory? What does Search Corporate Directory do?**
Corporate Directory is a Global Address List maintained on the Corporate Server. If you are a MS Exchange Server® user, all your Corporate contacts are organized under one common list called the Global address List. The 'Search Corporate Directory**'** feature allows you to search for contacts from the Corporate Directory List and then store that contact information on to your phone. You must specify a minimum of 3 characters for your search to be initiated on the Corporate Directory List.

14. **What is conflict resolution and how do I use it?**
Conflict resolution is a feature that allows you to choose which data must take precedence. Since synchronization will update data on the Phone and the Server, sometimes, it is possible that the same information (Contacts or Calendar) has been updated on both the Phone and the Server. You must specify what data you want kept, by choosing the conflict resolution options – '***Keep Server changes'*** or '***Keep Client changes'***; Choosing the former, will ensure that changes on server will be kept these will be downloaded to the Phone. Choosing '***Keep Client changes'*** will ensure that changes on the Client will be kept and changes from client will be written to the server.

14. **What is 'Full Sync' and when do I use it?**
Full sync is a full synchronization process wherein all the contact, calendar and email information is erased from the Phone first and then the contacts, calendar and email information from your MS Exchange Server® is downloaded to your Phone. Generally the synchronization process only brings in the updates and keeps the server and the phone current. But sometimes you may face some problems during synchronization which may be due to faulty network, or bad responses from your MS Exchange® Server. In such cases you may not be able to proceed with the regular synchronizations in which case you have to initialize the '**Full Sync'**.

15. **How many emails from my MS Exchange Server® will be fetched to my Phone during synchronization?**
Corporate Email fetches and stores the latest 100 emails from your MS Exchange Server® account and displays them on the Phone. You can view the 'Mail Headers' first before proceeding to view the complete mail.

16. **What does the 'What to Sync' option do?**
'What to Sync?' option allows you to choose the collections that must be synchronized between the Phone and the server. These elements – Email, Contacts, Calendar and Tasks are called the Sync Collections. You have to specify what collections have to be synchronized by checking the appropriate box. Only the selected collections will be synchronized with the MS Exchange Server® during subsequent synchronizations.

17. **How do I disable the "Direct Push" option?**
To disable the 'Direct Push' option, first launch Corporate Email and on the Grid view navigate to the **Turn Sync Off** option**.** This will disable the **'Direct Push'** option.

18. **What is Contact Name Format and how will that be useful to me?**
All Mobile Phones do not store Contact information in the same way. Some store it in the First Name, Last name format, while some may store it as Last Name, First Name. This may cause some problems on some phones which

may result in contacts being duplicated on your Mobile Phone. Before synchronizing with a new device it is advisable to select the supported Name format for your Phone

19. What is Time Zone setting?

Time Zone identifies the time zone that you operate from**.** This setting is extremely important to ensure that the Reminder and Alert settings as also your Calendar views work as desired. This is especially true if you are traveling across time zones.

20. What is Out of Office and how do I use it?

Out of Office setting allows you to send automatic responses to sender emails, with a custom message to indicate that you are away from office for a specific duration. You must specify the date and time between which the Out of Office messages must be sent as replies to incoming mails. You can customize two types of response messages for –

1. ***Internal*** i.e. senders from within the organization and
2. ***External Known* –** are the senders who are not a part of your organization but are known to you i.e. contacts that are part of your address book
3. ***External Unknown:*** are the senders who are not known to you. For e.g. new contacts.

You can disable this setting using the **Disable** option under Out of Office setting.

21. What is Past Reminder Display Duration and how do I use it?

This option allows you configure for how long the past reminders must be displayed. Whenever reminders are popped up, for an upcoming event or new mail, some user action is expected (user must dismiss it) to ensure that the reminder has been noticed. But if there is no user feedback, then the reminders will continue to be displayed till the time specified by the 'Past Reminder Duration'. For e.g. A Reminder that is set for 9.00 a.m. for a 9.30 meeting, will fire up at 9.00 a.m. and will stay there until you dismiss it. All subsequent reminders also will pop up at the appointed times and dismissing each one is cumbersome. Using the past reminder duration you can ensure that all the reminders are automatically dismissed after a period of time.

22. What is Display Theme and how is it useful to me?

This option allows you choose the display theme for the Corporate Email application on your Phone. You may choose from the available themes and notice that the color schemes will change throughout the application. Corporate Email supports 2 themes that you may choose from.

23. What is Sync Status?

The Sync Status option allows you to view the status of your last synchronization that was performed from the Phone. The information includes the Status of the Last synchronization, time and date information of last synchronization for each collection item – Email, Contact and Calendar

24. What is Task?

A task is a personal or work-related errand that you would want to track through completion. For example, you would want to send weekly updates to your Manager on Fridays. You can then mark this as a task and then track it through its completion

25. What is Unsupported SSL and why do I need it?

Some exchange servers allow only secure connections. When accessing the MS Exchange server over SSL, the SSL certificate (also called Root certificate) on the device may not match that on the Server after which the server will reject the connection. The device would then have to renegotiate a connection with the server using a temporary certificate.

8 TROUBLESHOOTING

1. **Whenever I sync my calendar items, I don't see the correct time on the calendar events.**
   Resolution: If you see that your appointments on your Phone are not at the time mentioned on your MS Exchange Server® Calendar, then you need to make sure that the time zone you specified is correct. This occurs because all appointments on the Corporate Email are stored based on the offset from GMT.

2. **The number of contacts on my Exchange account is more than what my Phone can support. What should I do?**
   Resolution: Corporate Email places a limit on the number of contacts that can be synched to the Phone due to Address book limitations on the Phone. If a user has more contacts on his MS Exchange Server® account than what the phone supports, then the user must create a secondary folder and move those additional contacts (choose contacts which you don't want synchronized) to that folder and keep only those contacts that you use regularly and would require to be synchronized in the primary folder.

3. **I have mails in my email account on the MS Exchange Server®, but I don't see any mails in my Inbox on the Phone after synchronization.**
   Resolution: You will have to check the Email filter option and change it appropriately. If this does not resolve the problem, then you can try to do a Manual Sync using the **Manual Synchronization** option.

4. **I get "Outbox/Draft Full" message when trying to save a mail.**
   Resolution: Delete some mails from the Drafts folder or the Outbox folder before proceeding.

5. **The 'Direct Push' feature is turned 'OFF' even after I have turned the feature 'ON'**
   Resolution: This could be caused due to persistent Network problem. Corporate Email will attempt to connect to the server up to 3 times in case of failure in communicating with the server. If even after 3 times the network problem persists then, the application automatically turns OFF the 'Direct Push' to prevent multiple attempts at connecting. You may have to turn it ON again at a later time.

6. **I receive an '*Error_500'* error message when I synchronize my mobile device with MS Exchange Server® 2003.**
   Resolution: You will see this error if your Microsoft Exchange Server® 2003 does not have the Service Pack 2 (SP2) installed on it. To resolve this issue, install Microsoft Exchange Server® 2003 Service Pack 2 (SP2) on the server. Contact your IT Department for a resolution.

7. **I am facing persistent synchronization problems.**
   Resolution: If you face persistent synchronization problems, then use the **Full Synchronization** option which will reset the application and start a fresh synchronization. If you continue to face problems, then, deleting the partnership in ActiveSync on your desktop and creating a new partnership resolves some problems.

8. **I receive an '*Error_1295'* error message whenever I try to synchronize my mobile phone with MS Exchange Server®**
   Resolution: You will see this error if the Microsoft Exchange Server® you are connecting to, requires SSL. Turn on the SSL settings to resolve this.

9. **I receive an '*Error_400 - Bad Request*' error message whenever I try to synchronize my mobile phone with MS Exchange Server®**
   Resolution: You will see this error if the Microsoft Exchange Server® you are connecting to, is unable to resolve the Server Type or the Server address that you have provided in the Account settings. Verify your account details and enter the correct details by contacting your IT department.

10. **I receive a '*Login Fail'* error message whenever I try to synchronize my mobile phone with Microsoft Exchange Server®**
    Resolution: You will see this error if the account credentials – username and password, that you are using is wrong. Verify your account details and enter the correct details by contacting your IT department.

11. **I sent a mail with 'Normal' priority through IBM Lotus notes account, but at the receiver mail box the email received as 'HIGH' priority.**

Resolution: Lotus server mismatches the priority while sending mail through mobile client. It may get resolved in future patches of Lotus server.

12. **I don’t see ‘Edit’ option for Calendar server events on client for Lotus accounts.**
    Resolution: Updates of Calendar events in client are not getting update on server after sync, so we are not supporting ‘Edit’ option for server events.

9 DEVELOPER WEBSITE

You can access more information about the Product, its architecture and other associated information by opening your browser and accessing the link: http://www.remoba.com/Corporate Email.html

You may also, from a browser, visit: http://www.remoba.com and then navigate to the **Products** drop down menu and then click on **Corporate Email** to be navigated to the Corporate Email product page, where you will find all associated information about the product.

10 DISCLAIMER & COPYRIGHT INFORMATION

Warning and Disclaimer

Every effort has been made to make this document as complete and accurate as possible, but no warranty is implied. The information provided is on an “as is” basis. We assume neither liability nor responsibility to any person or entity with respect to any loss or damage arising from the use of this product or the information contained in this document.

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11 APPENDIX A - Account Push

Configuring your MS Exchange account on Corporate Email requires some details of your Corporate MS Exchange Server and users are usually not aware of the settings that they must do on their phones to enable them to synchronize with the Exchange server. This means that the users would then have to consult their IT Department, get the details of the MS Exchange server, and then type in those when configuring Corporate Email on their Phones. To avoid this problem, Remoba has provided an added feature of a Push Server that is hosted at Remoba's secure Production center, using which Administrators of Corporate Exchange servers can quickly send the account information to the user's phone after which Corporate Email would automatically configure itself and all that the user has to do is, enter the username and password for his/her MS Exchange account.

To enable pushing the account information to Corporate Email users, an administrator must first create a database of users along with their account information and store them on the DNS Server. This can be achieved either by entering each user's account information manually or this information can be imported from a .CSV file. The steps for creating the user accounts database are as follows:

a. An Administrator requests Remoba for an Administrator account on the DNS server hosted at Remoba center.
b. Remoba creates an *Administrator Account* and provides the login credentials (Remoba recommends that the password be changed after the first login)
c. Administrator logs into the account by going to: https://remo.xpherix.com/Corporate Email/ and entering the login credentials provided by Remoba and proceeds to create *User accounts* by entering the required user details manually or by importing them from a .CSV file
d. Administrator then enters the Server Configuration details of the MS Exchange Server:
    - **MS Exchange Server Address**
    - **SSL Required:** ***Yes/No***
    - **MS Exchange Server Domain Name:**
    - **MS Exchange Server Version:** e.g. ***2003/2007***
    - **Attachment Server Address:** the attachment server address where the attachments will be processed.
e. Administrator then selects the member names to whose phones the account information must be pushed.
f. Administrator clicks on 'Account Push' link to push the account details to the User's phone.

The following pages describe the step-by-step approach to setting up the Administrator account and the pushing the account information to user phones.

Step 1: Admin Login

Administrator logs into the Account (which was earlier created by Remoba) using the credentials provided by Remoba

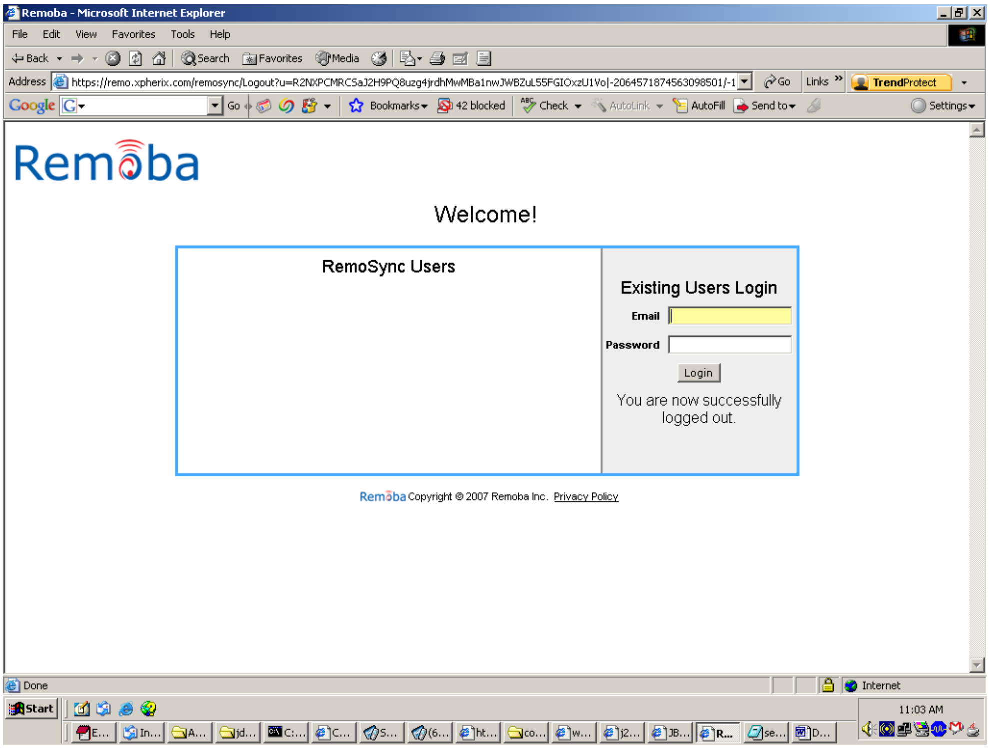


Figure A-1

Once logged in, you will be navigated to the home page that contains details of the current user accounts.

The Administrator has the following options available on the home page:

- Manage Server Configuration - contains the MS Exchange Server details
- Add member
- Edit member
- Delete member
- Import members
- Create and Add Groups
- Add or Remove Member(s) from Group(s)
- Push Account
- Allow Attachment Download
- Restrict Attachment Download

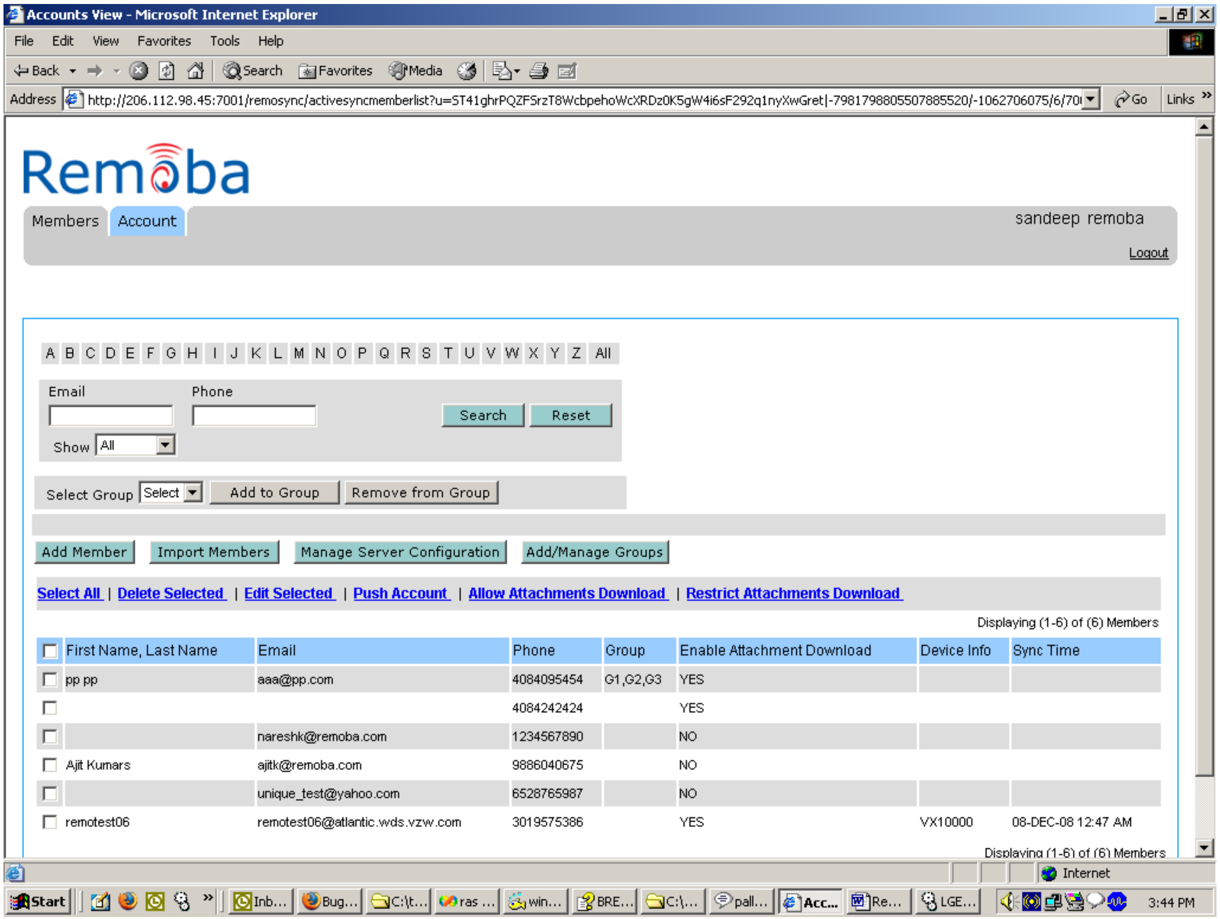

Accounts View - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://206.112.98.45:7001/remosync/activesyncmemberlist?u=ST41ghrPQZFSrzT8WcbpehoWcXRDz0K5gW4i6sF292q1nyXwGret|-7981798805507885520/-1062706075/6/70
Go Links
Remoba
Members Account
sandeep remoba
Logout
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All
Email Phone
Search Reset
Show All
Select Group Select Add to Group Remove from Group
Add Member Import Members Manage Server Configuration Add/Manage Groups
Select All | Delete Selected | Edit Selected | Push Account | Allow Attachments Download | Restrict Attachments Download
Displaying (1-6) of (6) Members
First Name, Last Name Email Phone Group Enable Attachment Download Device Info Sync Time
pp pp aaa@pp.com 4084095454 G1,G2,G3 YES
4084242424 YES
nareshk@remoba.com 1234567890 NO
Ajit Kumars ajitk@remoba.com 9886040675 NO
unique_test@yahoo.com 6528765987 NO
remotest06 remotest06@atlantic.wds.vzw.com 3019575386 YES VX10000 08-DEC-08 12:47 AM
Displaying (1-6) of (6) Members
Internet
Start
3:44 PM

Figure A-2

Step 2: Create User accounts

The Administrator must first create User accounts by entering the required details for an account using the Add Member button as shown below. The following are the required fields for creating a Member:

- Email address:
- Username:
- Mobile Phone Number:
- First Name:
- Last Name:
- Carrier:

Step 2.1: Add Member

To add a new member click on the ***Add Member*** button as shown below, and then enter all the required information for the member. Once done, click on ***Save Member Account*** button to save the member information as shown in the **Figure A-3** below:

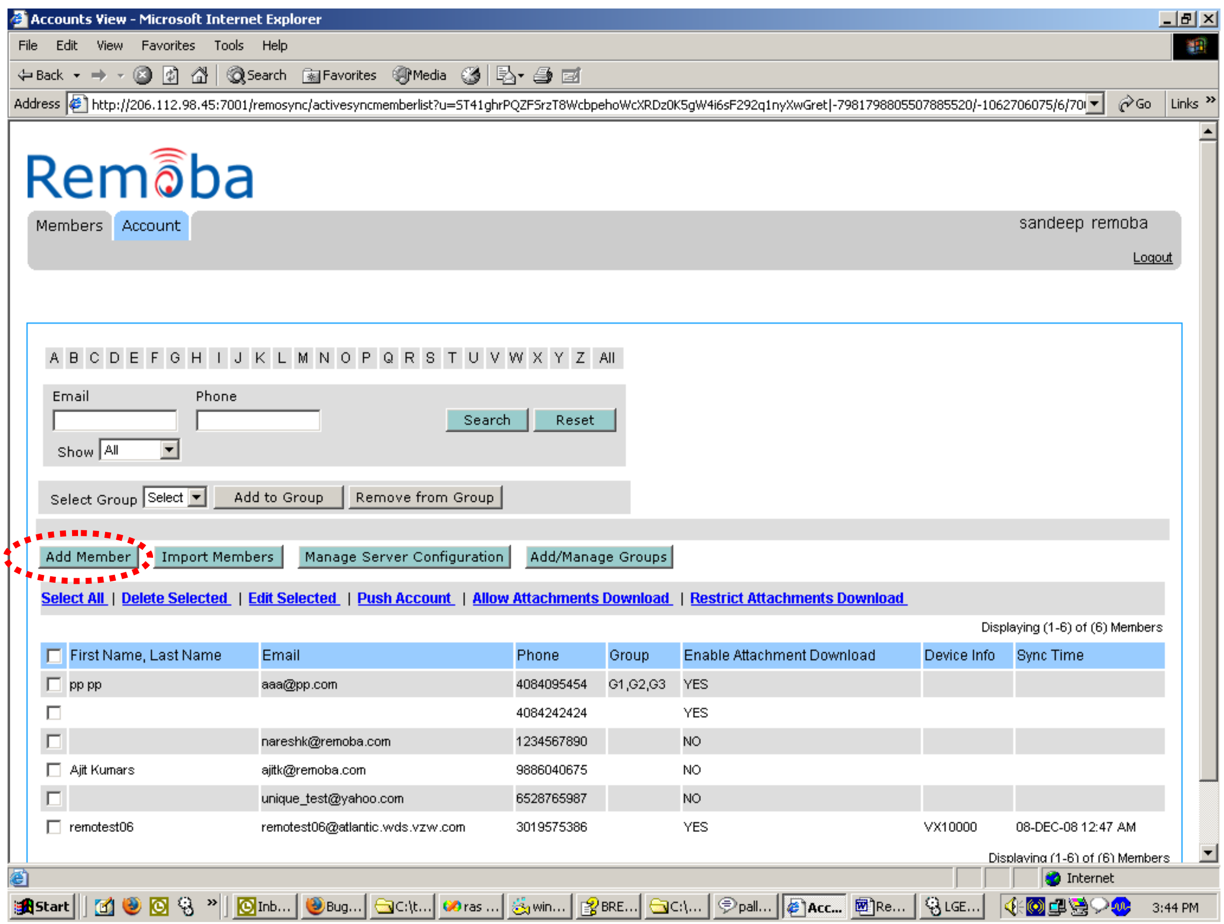


Figure A-3

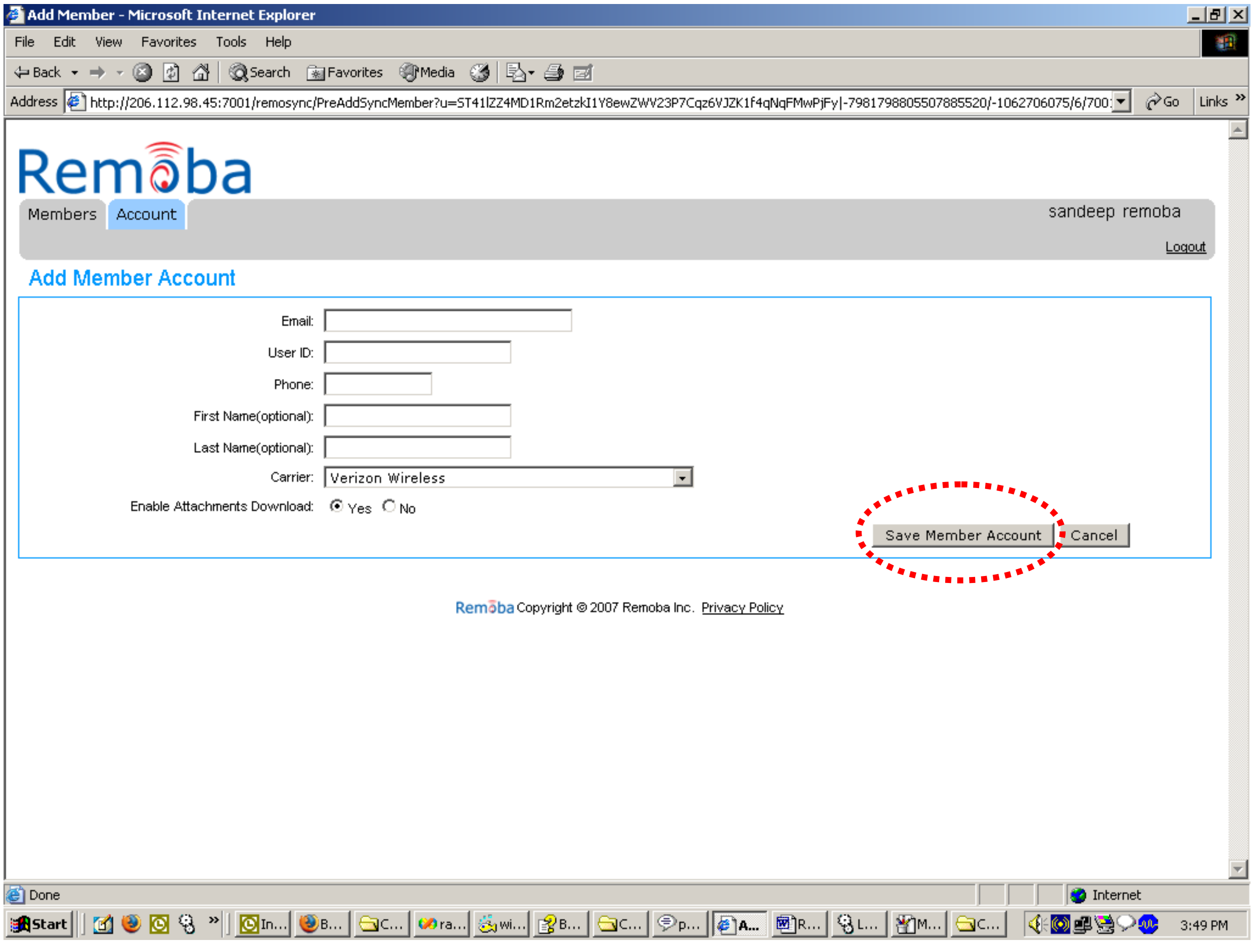

Add Member - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://206.112.98.45:7001/remosync/PreAddSyncMember?u=ST41lZZ4MD1Rm2etzkI1Y8ewZWV23P7Cqz6VJZK1f4qNqFMwPjFy|-7981798805507885520/-1062706075/6/700:
Go Links
Remoba
Members Account
sandeep remoba
Logout
Add Member Account
Email:
User ID:
Phone:
First Name(optional):
Last Name(optional):
Carrier: Verizon Wireless
Enable Attachments Download: Yes No
Save Member Account Cancel
Remoba Copyright © 2007 Remoba Inc. Privacy Policy
Done
Internet
Start
3:49 PM

Figure A-4

To create multiple member accounts at once, you may use the ***Import Members*** option as shown below:

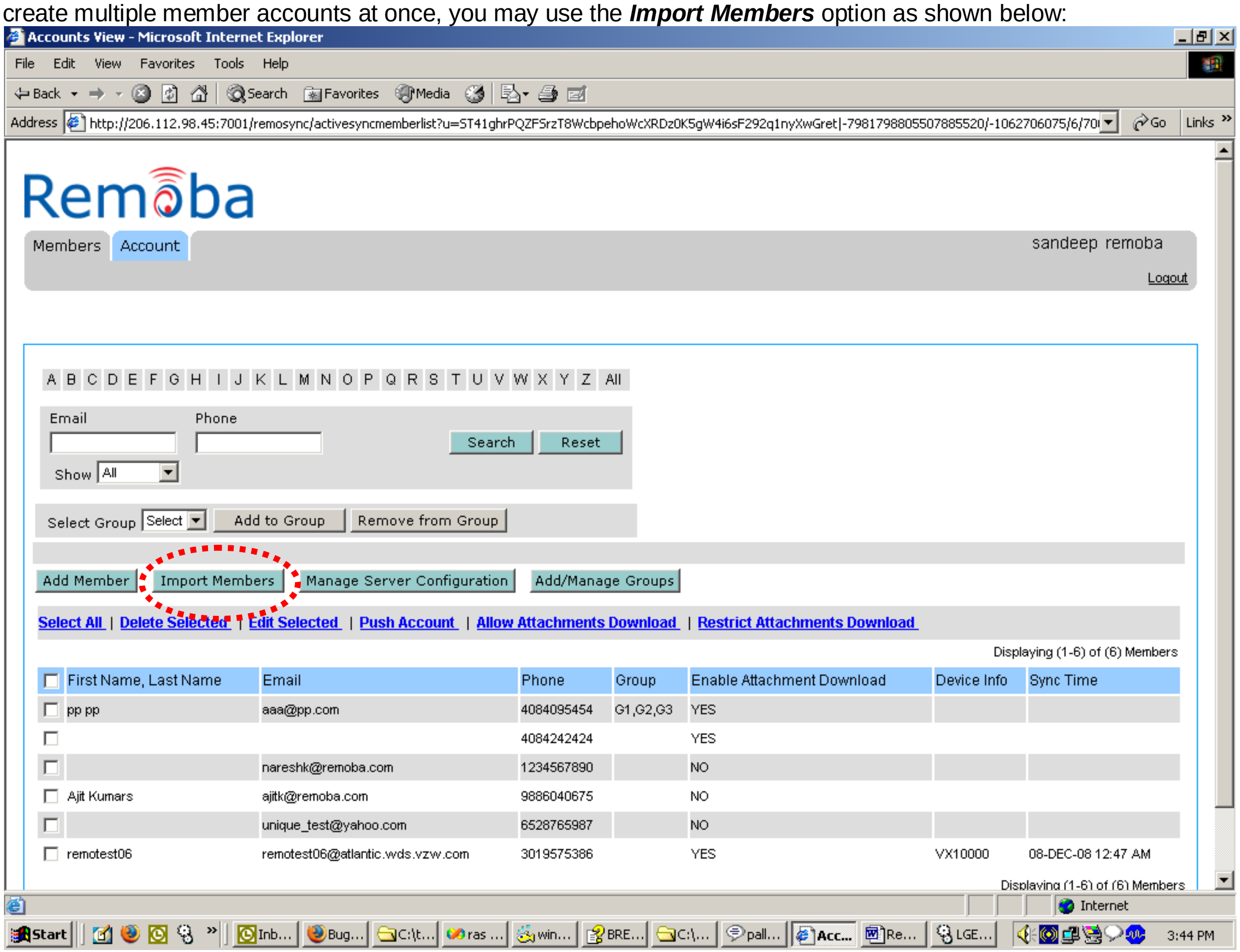


Figure A-5

Clicking on ***Import Members*** will navigate you to the Import Members page which allows you to select the CSV file from which you want to import the member details as shown in Figure below:

Step 2.2: Import Members

To begin importing members, click on ***Import Member*** button. This will navigate you to the 'Import members' page.

- Browse and locate the .CSV file that contains the member account information.
- Click on ***Import Now*** to start the import process.
- On a successful import, all member accounts can be viewed on the 'Member Account' page

Note: Each member must have a unique email address and Mobile phone number for the import to be successful.

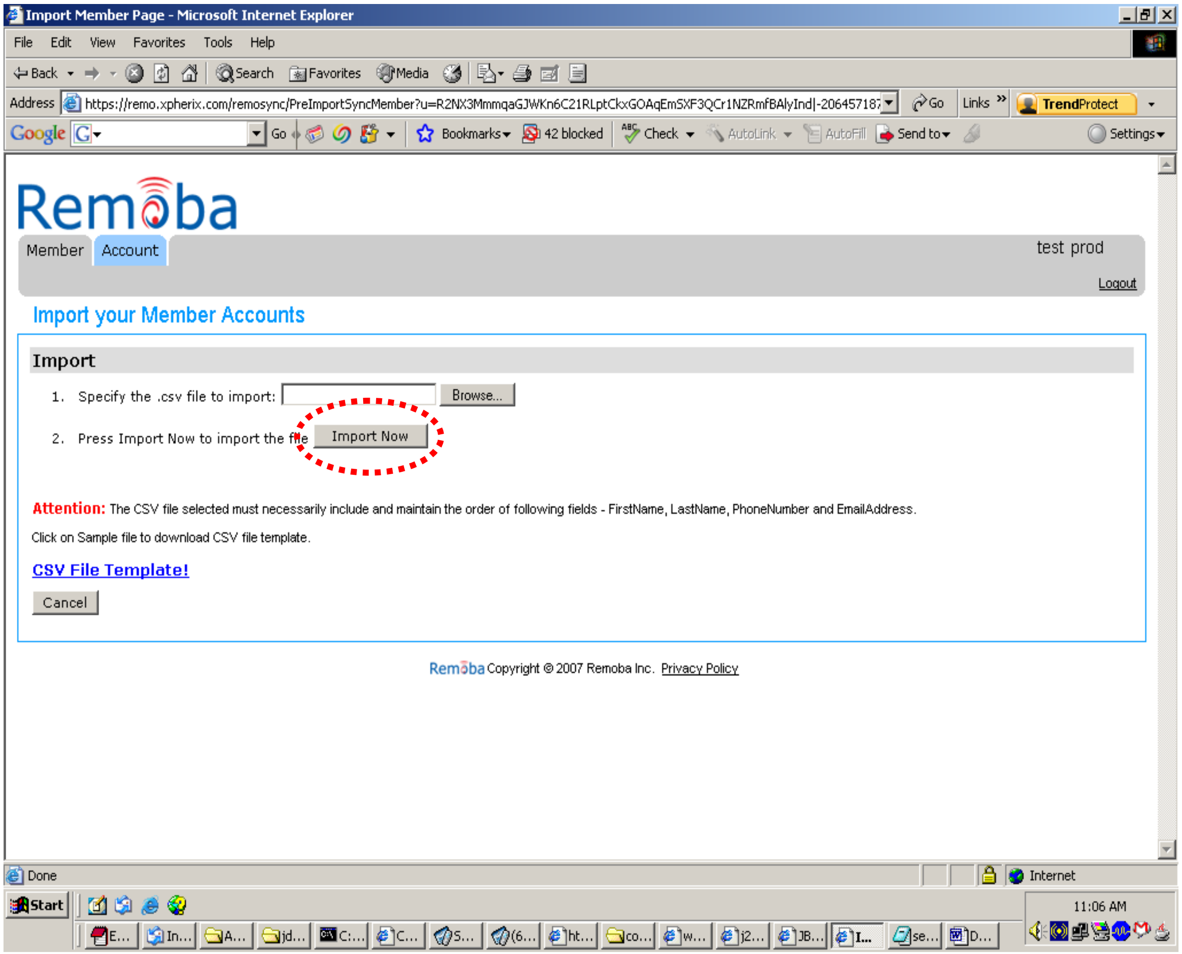

Import Member Page - Microsoft Internet Explorer
https://remo.xpherix.com/remosync/PreImportSyncMember?u=R2NX3MmmqaGJWKn6C21RLptCkxGOAqEmSXF3QCr1NZRmfBAlyInd|-20645718
Remoba
Member
Account
test prod
Logout
Import your Member Accounts
Import
1. Specify the .csv file to import:
Browse...
2. Press Import Now to import the file
Import Now
Attention: The CSV file selected must necessarily include and maintain the order of following fields - FirstName, LastName, PhoneNumber and EmailAddress.
Click on Sample file to download CSV file template.
CSV File Template!
Cancel
Remoba Copyright © 2007 Remoba Inc. Privacy Policy

Figure A-6

Step 3: Create User Groups (optional)

Though this feature is optional, creating Groups of users from the available list of users will simplify the process of pushing account information. You may then push account information to selected groups only, instead of sending to all. To create User Groups, click on the ***Add/Manage Groups***, which will navigate you to the ‘Add/Manage Groups’ page.

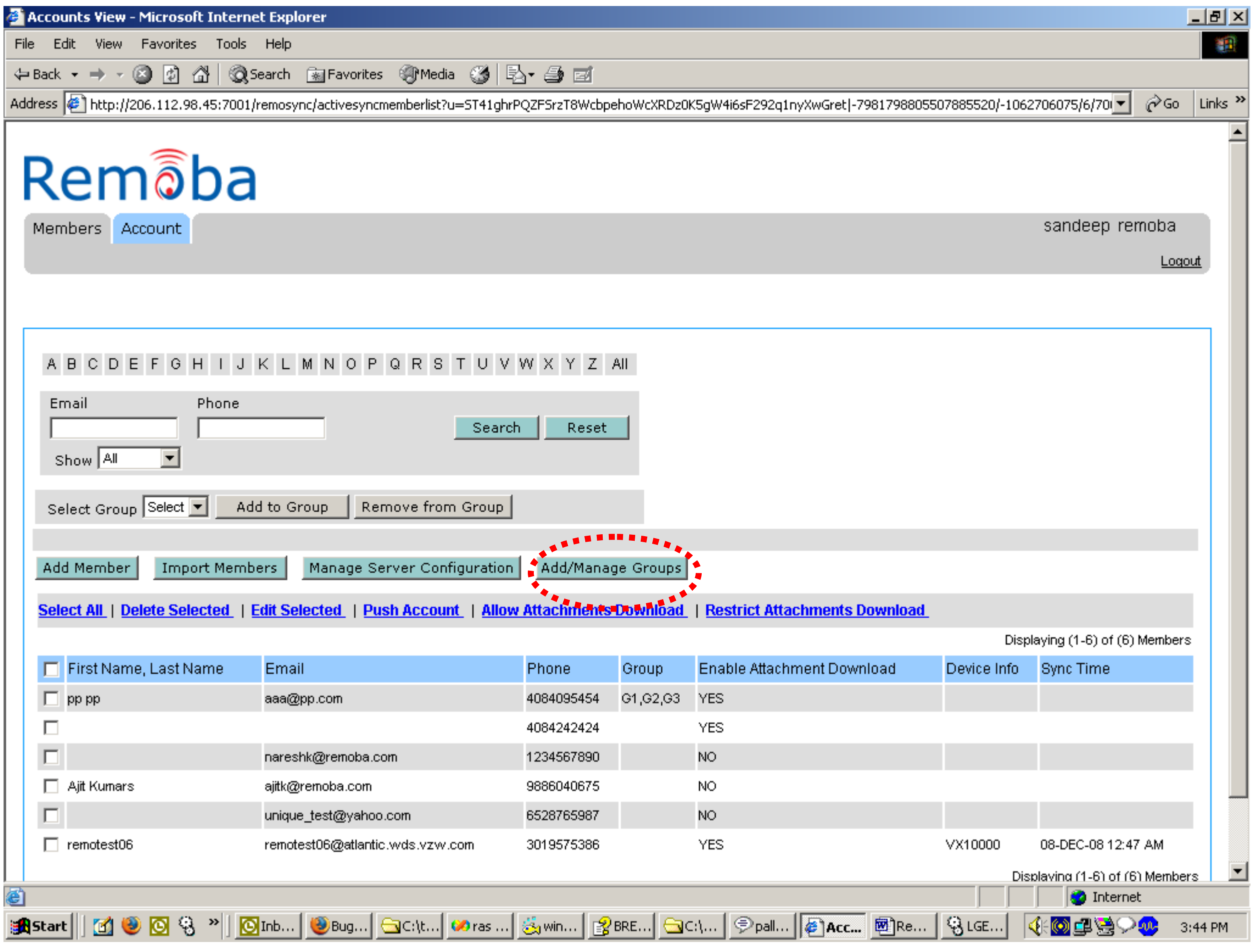
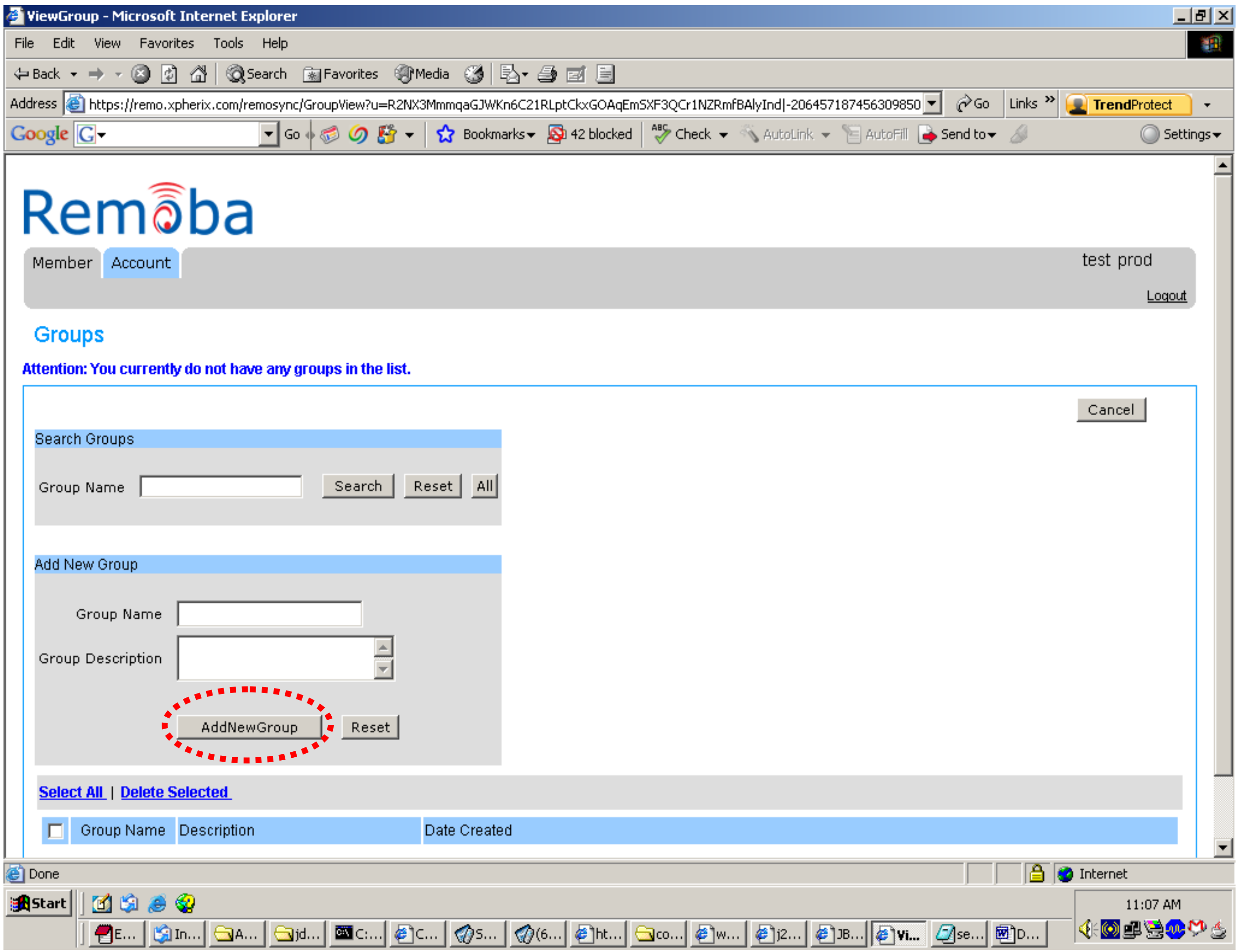


Figure A-7

Step 3.1: Add Group

Enter a name for the Group, add a description for the Group and then click on ***Add New Group*** button to create a new Group.



Step 3.2: Add Users to Group

Once you create a Group, you must proceed to add members to the Group. You may do this by navigating to the Members Page, and then choosing the Group that you wish to add the Users to and then selecting the Users by checking the Check box against the user.

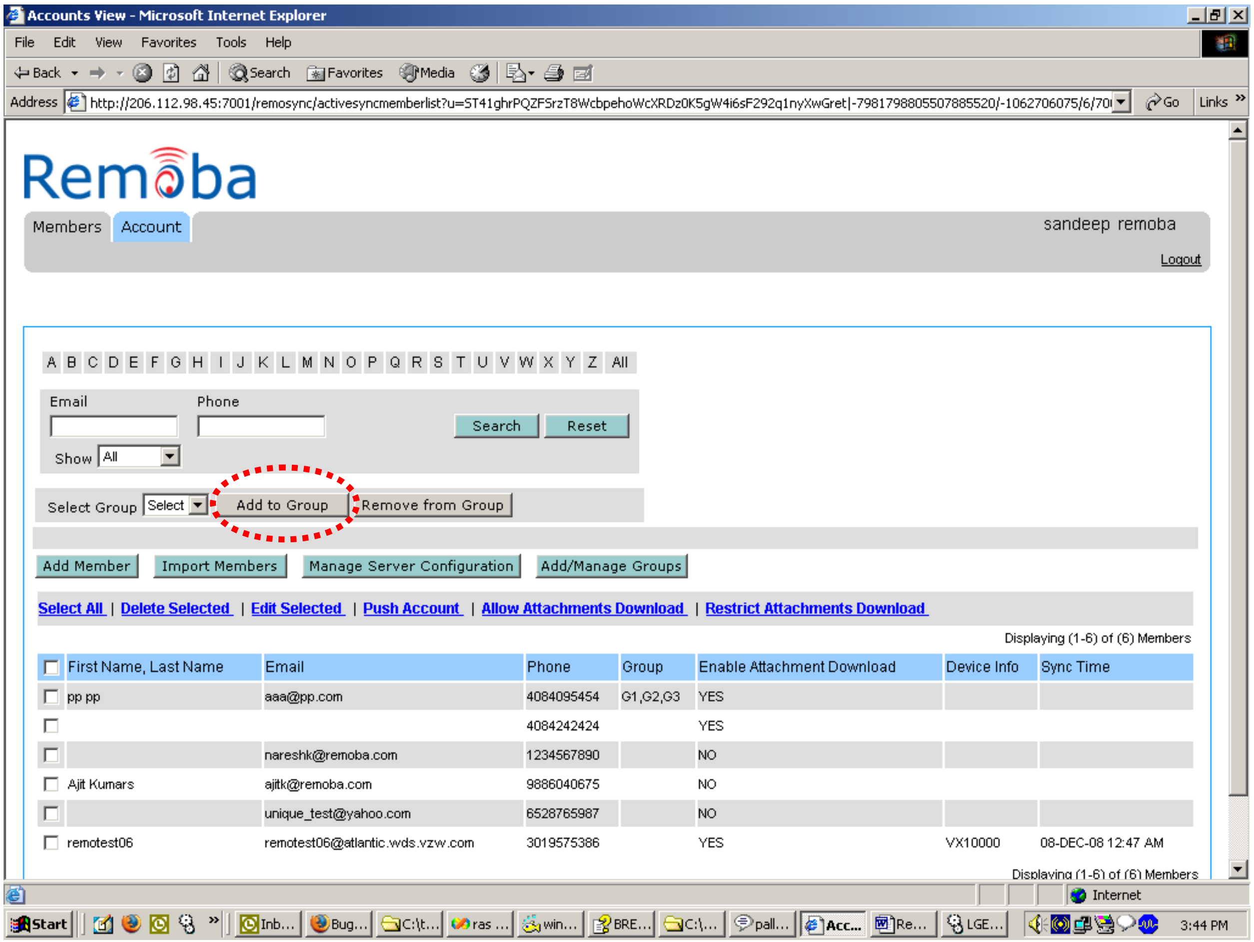


Figure A-8

Step 4: Server Configuration

At the time of creating the administrator account through a request sent to Remoba via email, all the Exchange server details would be added to the administrator account. The same details are pushed to User Phones when administrator wants to set up user account on the Phone remotely. In case you wish to edit this information, then you may use the *Manage Server Configuration* link

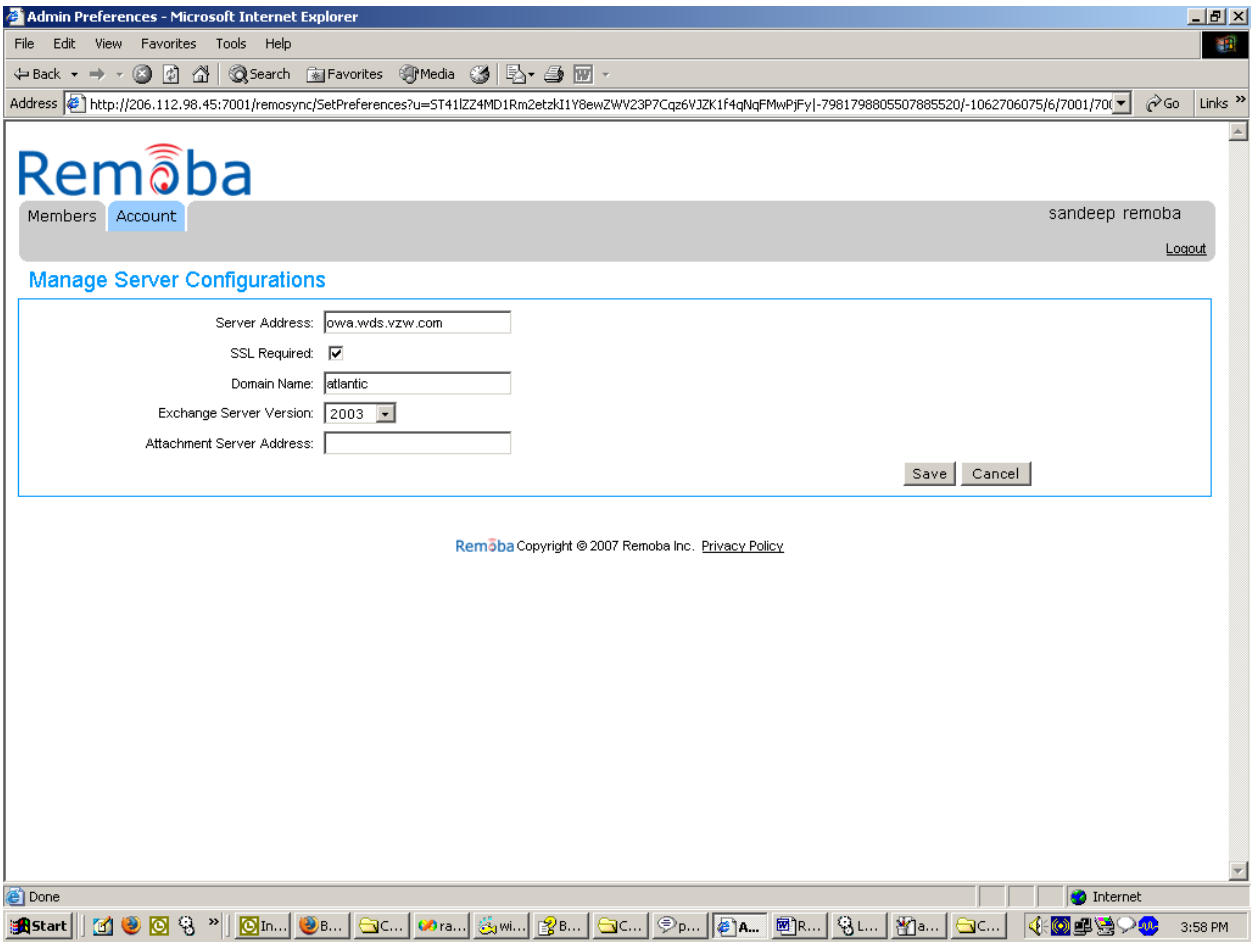


Figure A-9

Step 5: Push Account

Now you are ready to push the account details to your member Phones. Select the member(s) that you want to push the account information to. Then click on the ***Push Account*** link. This will immediately push the account details to the member mobile phone(s). A *Success Message* is displayed on top of the member accounts page on a successful send.

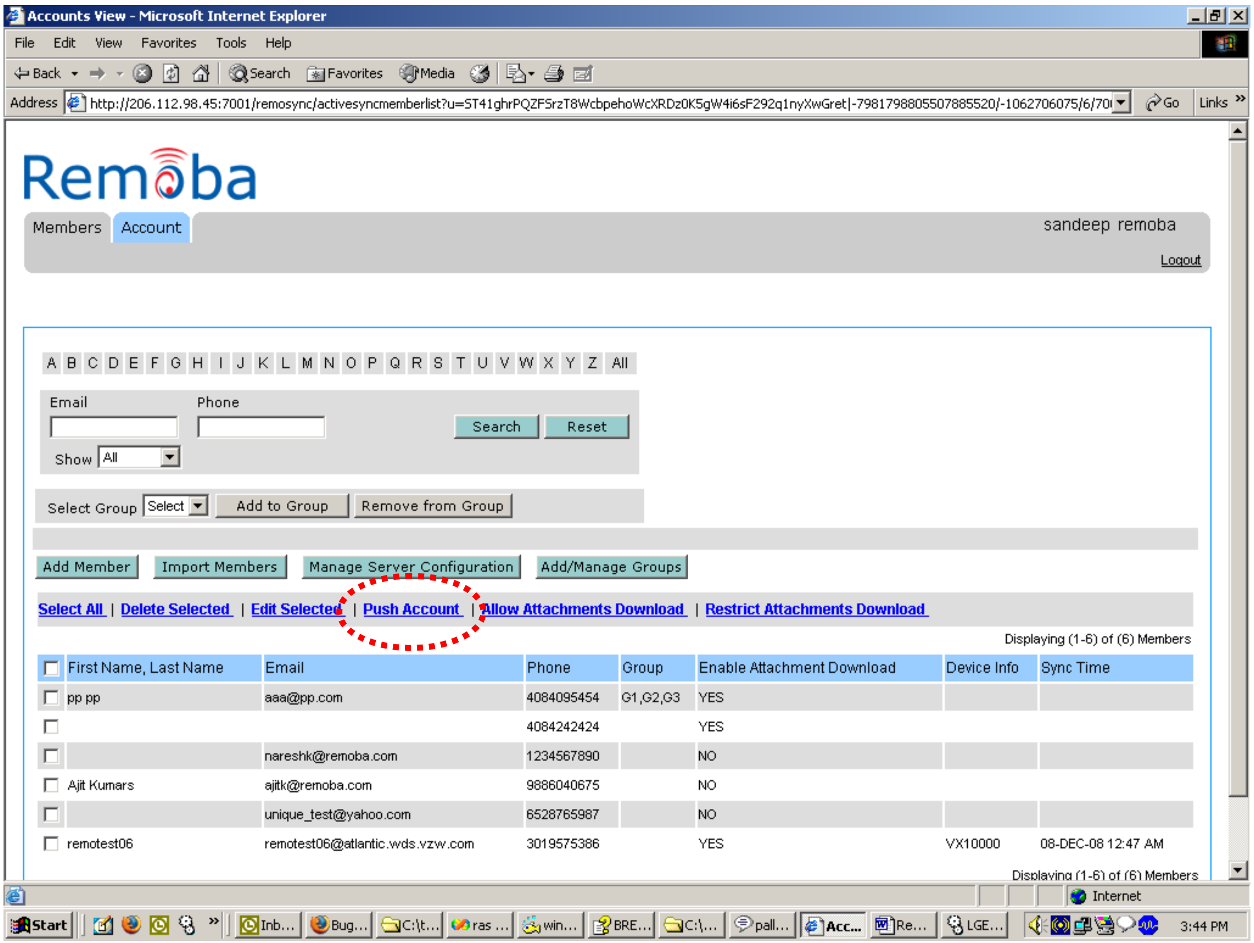


Figure A-10

In case you have not selected any members before clicking on the ***Push Account*** link, then you will be navigated to the Member details page, where you must enter the member details to which you wish to push the account information and then click on ***Save and Send*** button.

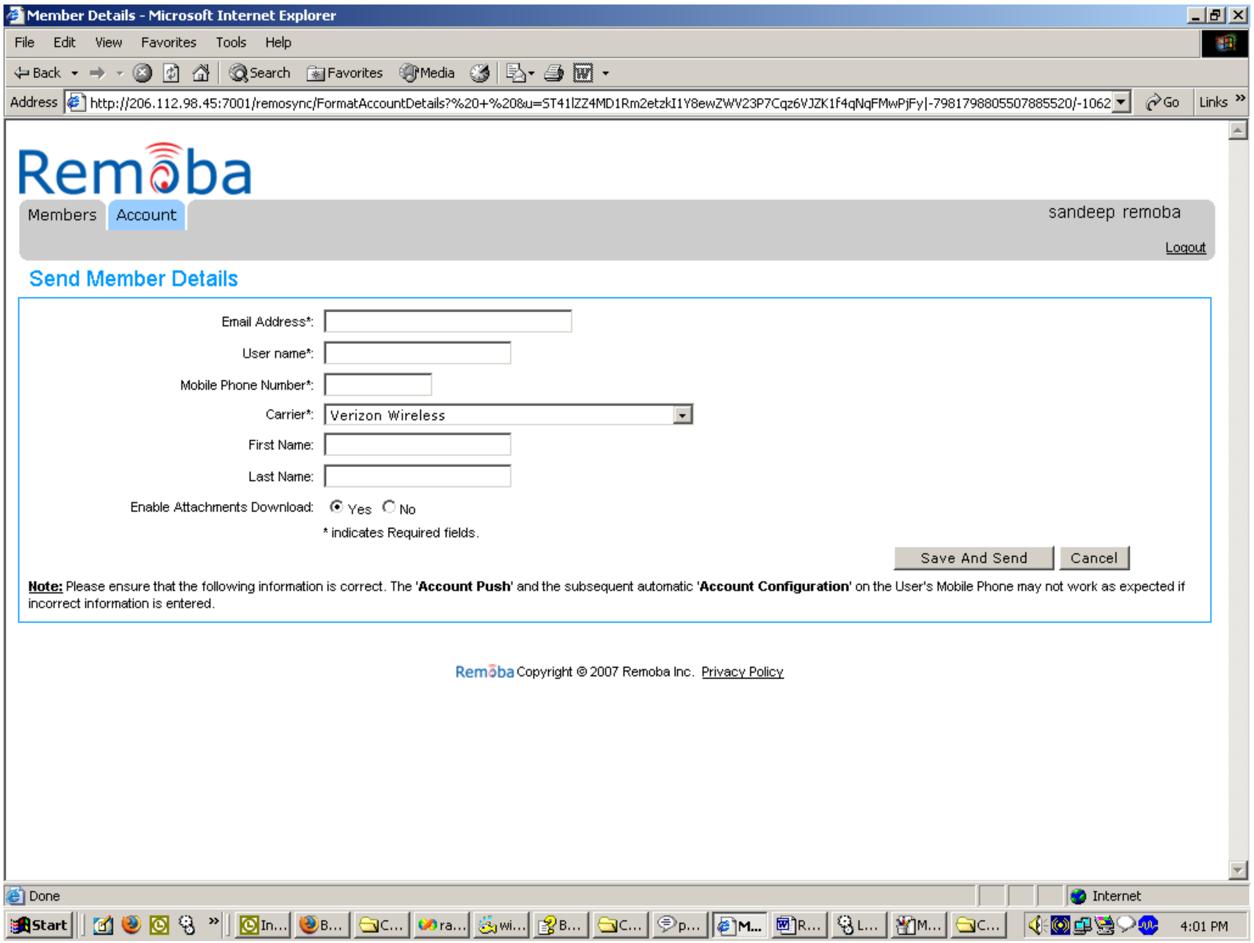


Figure A-11

Step 6: Attachments

Administrator can control the attachment feature on member phones by enabling or disabling the Attachments feature.

Step 6.1: Allow attachments download

As shown in the figure below, you must choose the member(s) from the list on whose phones the attachment feature for Corporate Email must be enabled. Then, click on the ***Allow Attachments Download*** link. This will enable the Attachments feature on select member phones.

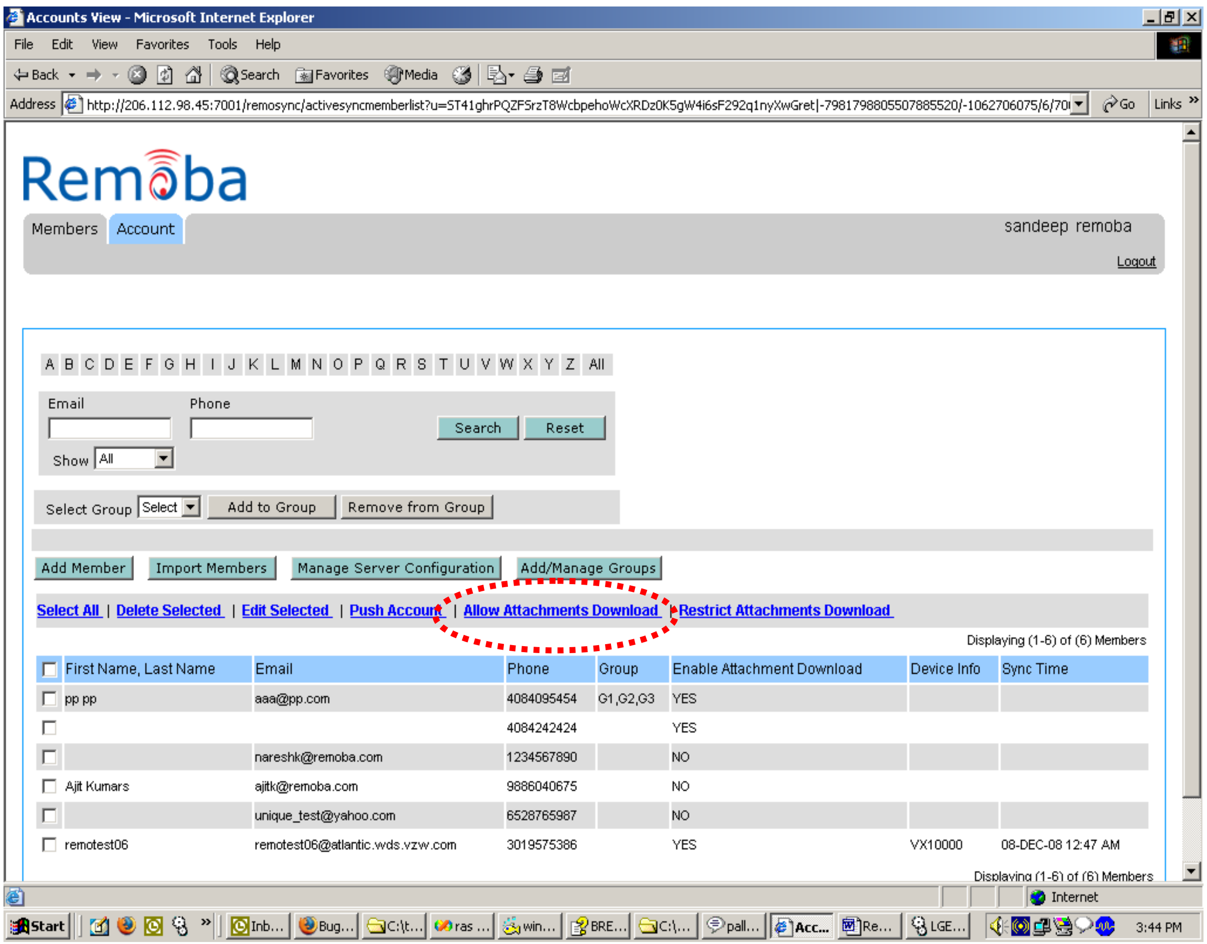


Figure A-12

Step 6.1: Restrict attachments download

As shown in the figure below, you must choose the member(s) from the list on whose phones the attachment feature for Corporate Email must be disabled. Then, click on the ***Restrict Attachments Download*** link. This will disable the Attachments feature on select member phones.

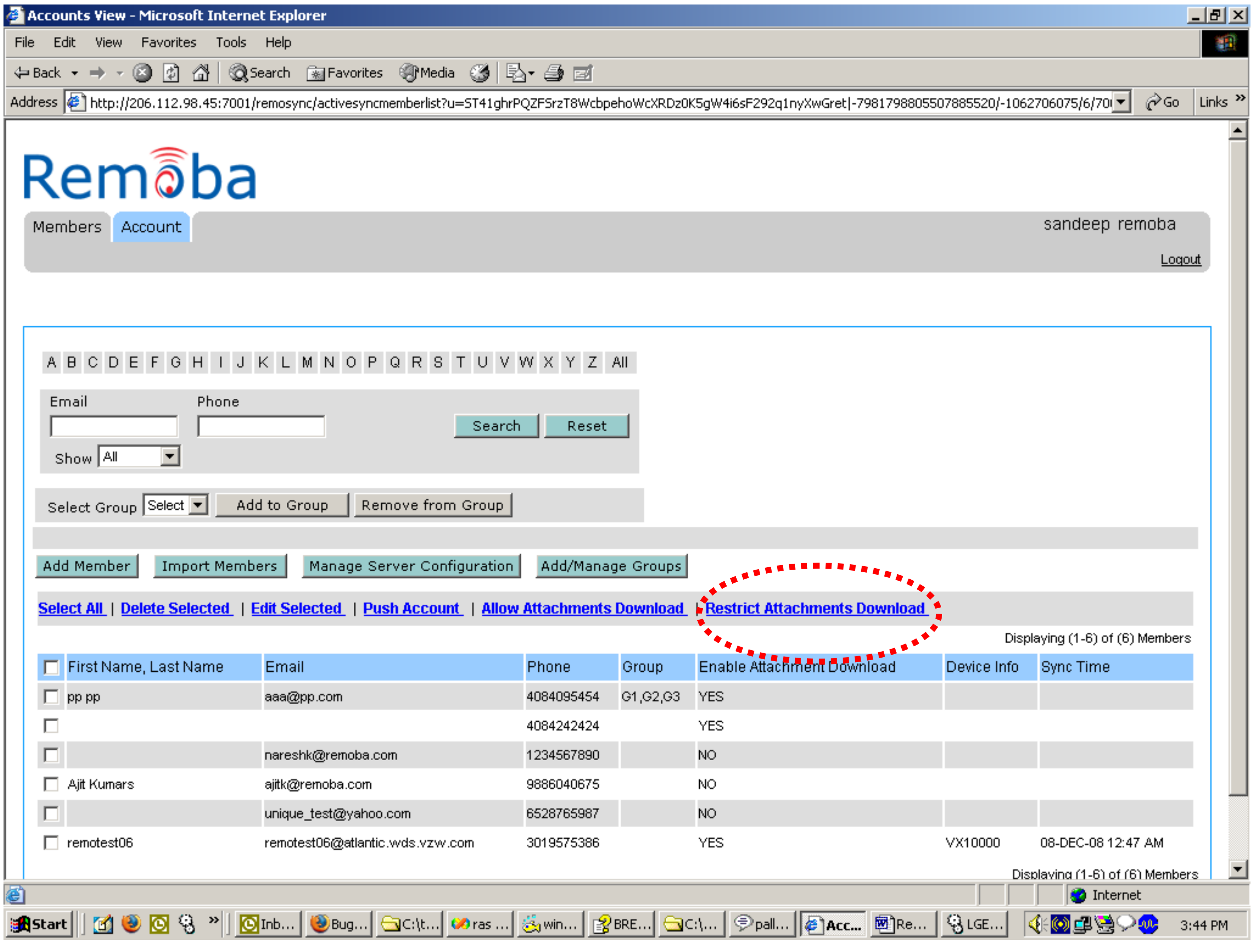


Figure A-13

Step 7: Additional Features - Edit/Delete Member

Step 7.1: Edit Member

To edit a member account, select the desired Account name from the list. Click on the ***Edit Selected*** link. This will navigate you to the 'Edit Member Account' page. Do the required changes. When finished, click on the ***Save Member Account*** button to save the changes or click on ***Cancel*** button to discard your changes.

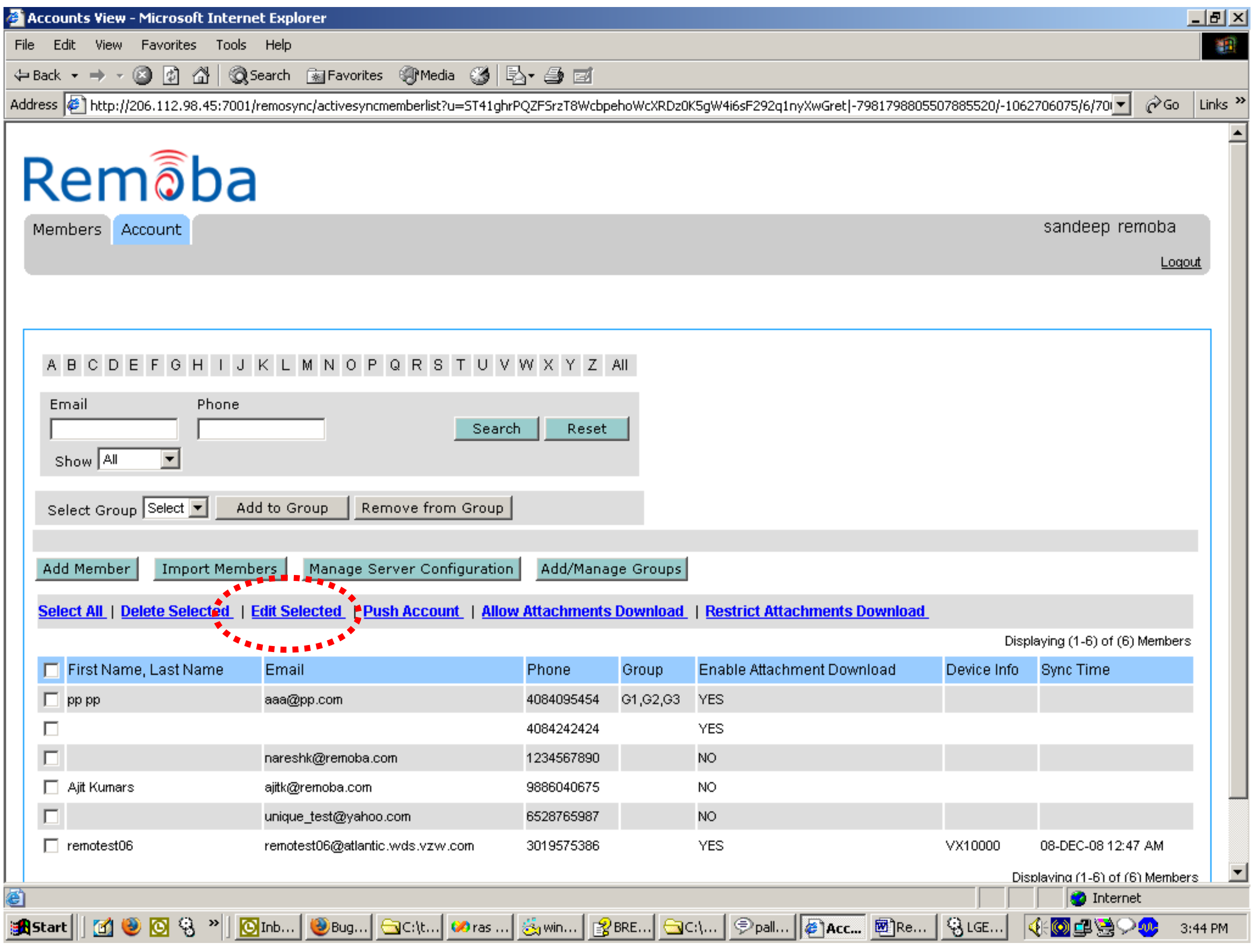


Figure A-14

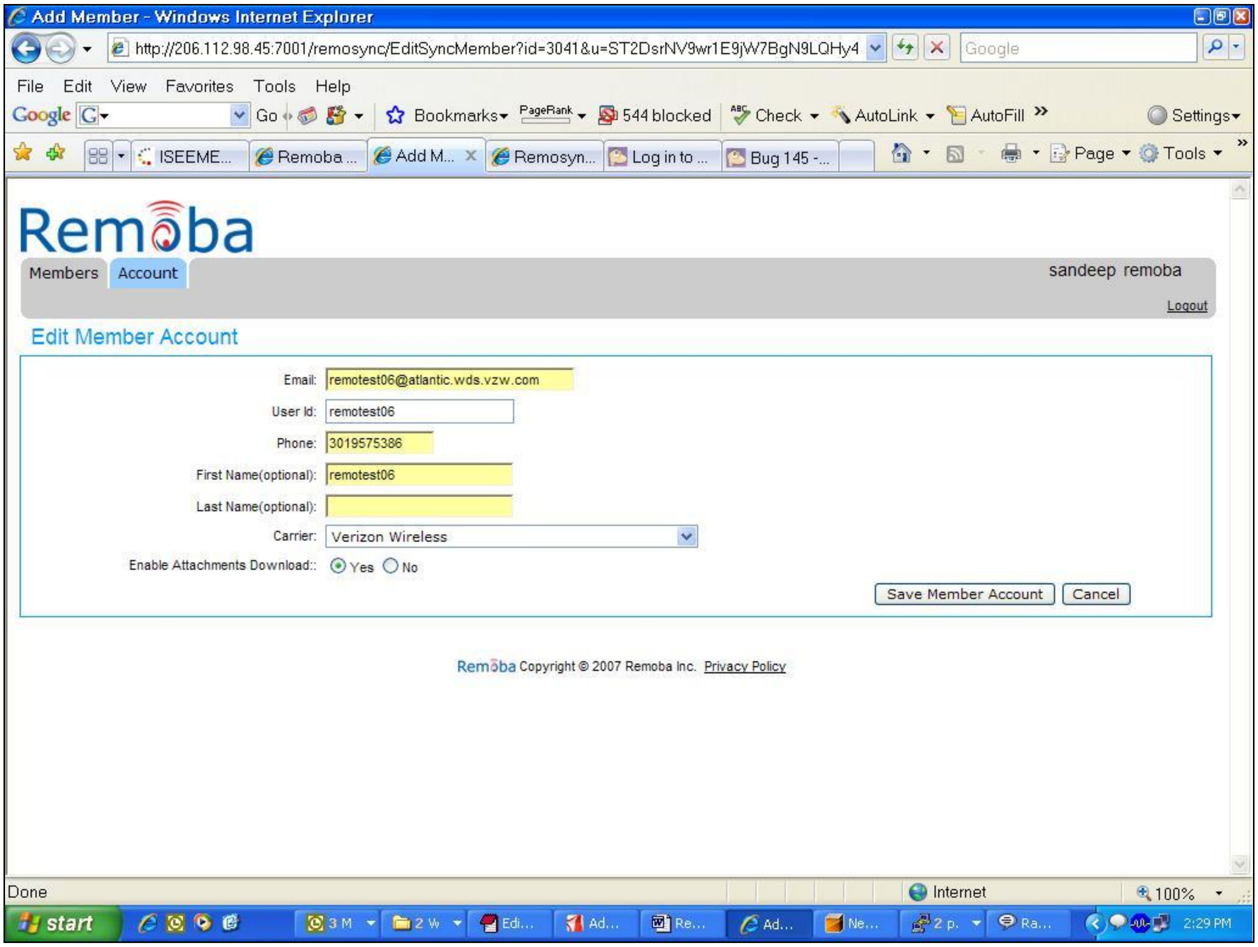

Add Member - Windows Internet Explorer
http://206.112.98.45:7001/remosync/EditSyncMember?id=3041&u=ST2DsrNV9wr1E9jW7BgN9LQHy4
File Edit View Favorites Tools Help
Remoba
Members
Account
sandeep remoba
Logout
Edit Member Account
Email: remotest06@atlantic.wds.vzw.com
User Id: remotest06
Phone: 3019575386
First Name(optional): remotest06
Last Name(optional):
Carrier: Verizon Wireless
Enable Attachments Download:: Yes No
Save Member Account
Cancel
Remoba Copyright © 2007 Remoba Inc. Privacy Policy
Done
Internet
100%
start
2:29 PM

Figure A-15

Step 7.2: Delete Member(s)

To delete member(s), select the members that you wish to delete, using the check boxes and then clicking on the ***Delete Selected*** link. This will delete the selected members from the list.

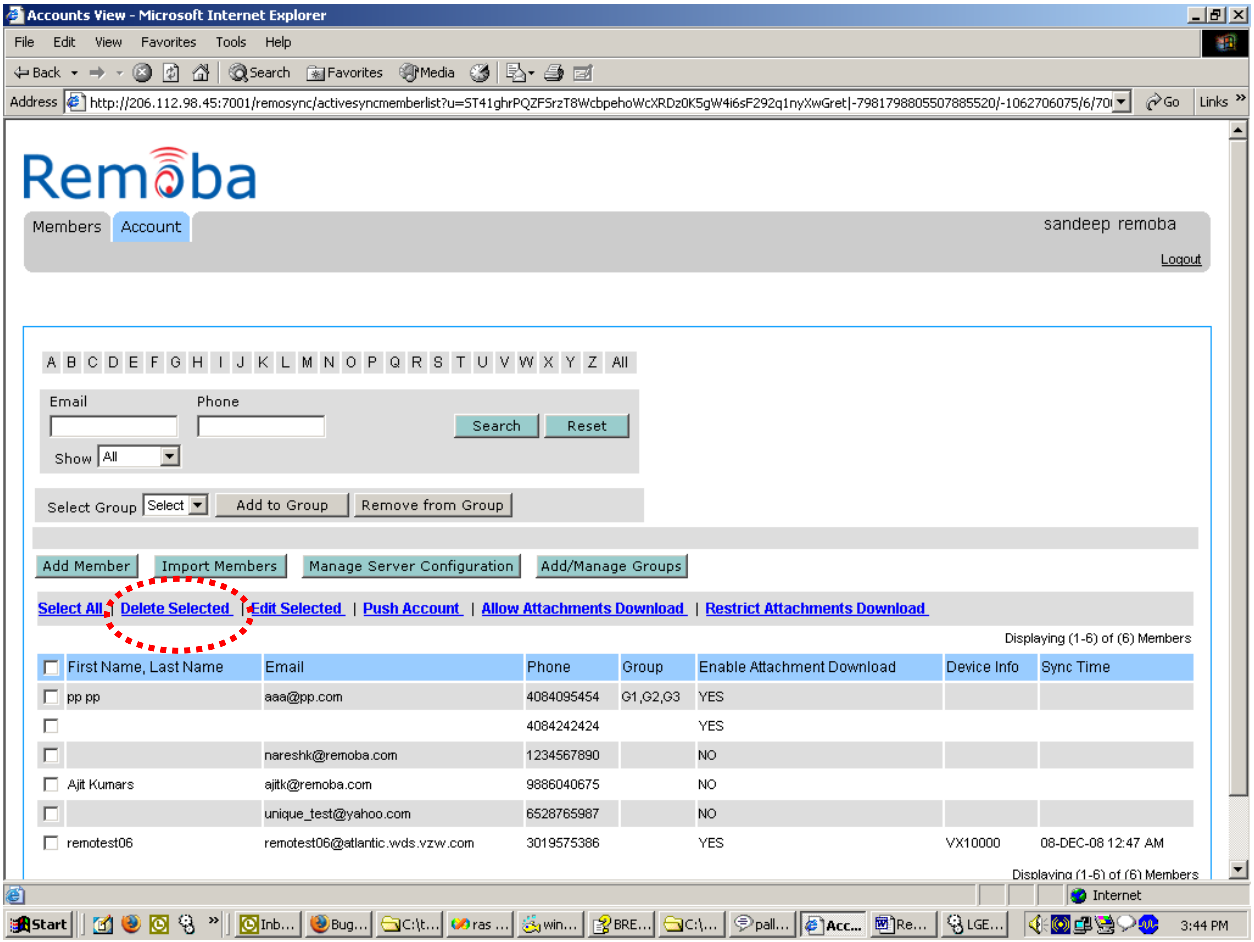


Figure A-16